

High Speed Internet and IT Provision at the Dryden Enterprise Centre

As an expansion to Schedule 2 of the lease or licence document supplied to tenants and licensees of the Dryden Enterprise Centre this information has been collated to support members understanding of the internet and IT provision offered at the Dryden Enterprise Centre.

Internet

The Dryden Enterprise Centre makes use of a commercial internet connection that is supported by the Digital Technologies team at Nottingham Trent University. The connection is ultra-fast and makes use of supported back-ups, both wired and wireless, to maintain connectivity.

In the unlikely event of a connection failure the Dryden Enterprise Centre and Nottingham Trent University cannot accept liability for any losses incurred by users as a result.

Wired Connection

Each Dedicated Desk (licenced) and Private Office Desk (Standard and Premium) have use of an Ethernet port to access a wired internet connection. Each connection can support 1GB bandwidth and maintains standard speeds of around 900 Mbps (Megabits per second) upload and 900 Mbps download.

This connection qualifies as 'ultrafast'. [Ofcom](#) describes ultrafast connections as:

A connection with speeds of more than 300Mbps, but less than 1Gbps (one gigabit per second, or 1000Mbps) and is typically delivered via fibre optic cables.

As each connection is dedicated to each port users can take advantage of their full bandwidth without effecting the usage of other users.

We would recommend any user with the requirement for a larger bandwidth and consistent secure connection use a wired connection. For example, uploading or downloading large files like high resolution images and video.

Wi-Fi Connection

Users within the Dryden Enterprise Centre (including NTU staff, members, guests, visitors, tenants, and licensees) can access a superfast Wi-Fi connection through a secure network.

There are a number of Wi-Fi routers throughout the Dryden Enterprise Centre to support consistent connections and provide enough bandwidth to host several users at any given time.

As Wi-Fi is delivered through shared routers the bandwidth on offer from Wi-Fi is lower than a wired connection and maintains standard speeds of around 180 Mbps upload

and 180 Mbps download. During busier periods this may drop slightly but should still remain around 100 Mbps.

This connection qualifies as 'superfast'. [Ofcom](#) describes superfast connections as speeds of 30Mbit/s or more

To ensure users within the space maintain consistent levels of Wi-Fi connectivity we request work that make take up large amounts of bandwidth is done using a wired connection. This will also ensure this work is secure through consistent connectivity as, if there is a user that takes up a majority of bandwidth using Wi-Fi, this could cause slower speeds for other users.

To maintain Wi-Fi connectivity, we request no more than 80Mbps per user is exceeded using Wi-Fi.

How much is 80Mbps?

To put this level of usage in context 4K video streaming requires approximately 25Mbps. A user could stream 3 high resolution video feeds simultaneously and also take part in a HD video call (1.5Mbps) and listen to music (0.5Mbps) without exceeding the recommended amount.

In summary, the vast majority of work required should be feasible through a Wi-Fi connection at the Dryden Enterprise Centre, but if further bandwidth was required please let a member of our team know and we can work to find a solution.

IT Infrastructure

Additional infrastructure within the Dryden Enterprise Centre is not available as standard to members. This includes access to cabling and hosting servers within the space. However, members who need to link offices or desks through an internal network infrastructure can request support and we will work with you to find a solution and, where possible, accommodate requests. This could result in additional costs.

Any permissions for support must be granted in writing from the NTU or Dryden Enterprise Centre team.

IT Support

General IT support is not available for members, guests, visitors, tenants, and licensees in terms of maintaining or supplying information in relation to IT equipment that is not under the ownership of Nottingham Trent University.

Anyone using the space who has issues connecting to the internet or Wi-Fi can access support to help resolve their connectivity problems. A member of the Dryden Enterprise Centre team can support with this.