

Frequently Asked Questions

Transferring Internet Service Providers can be a big decision for a school to make – one that raises a lot of queries about what will change, what needs to be done, what will happen during the migration process etc.

Here, we answer the most frequently asked questions by schools considering Exa Education as their new ISP.

How long does changing supplier take, and how long are your contracts?

It depends on the connectivity service a school chooses, and whether a BT telephone line is already existing and available in the building. However, typically, our customers are online with an Exa Education connection in around 2 to 5 weeks. Leased lines can take a little longer, approximately 35 to 60 days, as a site survey and construction work has to be undertaken. All our contracts are just 12 months long, with longer contracts available if preferred.

Will I get a faster connection?

As a general guide, schools will receive a connection from Exa Education approximately 4 times faster than a local authority service. The biggest difference is that an Exa connection is uncongested and will not slow down or fluctuate – even at peak times.

How much will an Exa Education service cost?

Our typical primary school pays just £2,070 per year and our typical secondary school pays just £7,500 per year. However, as we do not provide generic packages, an accurate cost is only available after speaking with each individual school and assessing their size, location, and requirements.

What do I need to do to change supplier?

Although it may seem quite a daunting prospect, changing supplier is actually a straightforward process – one that requires minimal action on the part of the school once the decision to transfer provision has been made. This is especially true when purchasing an Exa Education service through one of our partners, as they are available to manage its installation and arrange the configuration and installation of any hardware required.

So, the school simply needs to allow enough time to have both their existing service and their Exa Education connection running concurrently for a period. This allows for a seamless changeover.

Will there be any downtime during the transition period?

As we always aim for a school's new service to be live before their existing connection is ceased, any downtime that may be experienced is extremely minimal - if it is experienced at all. This also provides the school's IT support with enough time to change any settings as necessary.

We also advise that an IT technician is present on the connectivity service's live date so that the router can be installed and the school can immediately make the transition to our connection.

Will I still be able to access my school's online services?

Access to online services such as SIMS, HR & Payroll services remain completely unaffected. It is actually a DfE requirement to keep these services available regardless of a school's ISP. In addition, any e-learning packages or email programmes are all still accessible as usual.

Will I be able to access my school computer from home?

Yes. If a school would like to provide VPN access to teachers to enable them to access their school network from home, we offer the service free of charge - and there is no limit to the number of VPN connections that can be set up.