# Frequently Asked Questions (FAQs)

**Who Is GoNetspeed?**
GoNetspeed is an Internet Service Provider focused on providing fast connectivity speeds while focusing on customer service. Our founder is Frank Chiaino, who was the original founder of Fibertech Networks which nearly built 14,000 miles of metro fiber networks across the Northeast.

In addition to Frank, the company's management team has decades of experience building thousands of miles of fiber around the country. Larry Coleman is President of GoNetspeed, and was most recently the President and Founder of Sunesys. In his previous role, Larry spent 18 years building Sunesys into one of the largest metro fiber and high bandwidth services companies in the U.S.

Tom Perrone is the Chief Operating Officer of GoNetspeed and he spent more than 14 years at Fibertech Networks, most recently as their Vice President of Network Engineering.

**Why should I use GoNetspeed?**
Slow Internet speeds are hampering video downloading, gaming and Internet access – in addition to hindering business' ability to share files, complete transactions and generally connect to their customers.

At GoNetspeed, our mission is to provide connectivity and service so that our customers never worry about Internet speeds again. We use proven methodologies, extremely qualified personnel, and a highly-responsive approach to managing service. We offer 24x7 support to ensure the highest levels of performance. We deliver virtually unlimited bandwidth to each user to keep up with the technological demands of tomorrow. All over a backbone of fiber optic network to deliver you the best Internet connection in your area.

**What can I expect from GoNetspeed service?**
GoNetspeed is focused on one thing and one thing only. FAST INTERNET ACCESS. Our customers don't need to be concerned with rate hikes, due to the fiber scalability and our focus on the future (bulk internet, no strings attached). They don't need to worry about performance or slow downs during busy times, that's our promise. And we will strive on provide exceptional customer service.

**How fast is GoNetspeed's Internet service?**
GoNetspeed provides enough bandwidth so that our customers will never have to worry

about slow upload or download speeds for their home or office. We have three tiers of bandwidth that can support any application, video, cameras, or future applications that connect to the Internet.

**How do I get GoNetspeed?**
Visit us on our website at www.gonetspeed.com to sign-up. Initially, we are providing Internet service to businesses and residential properties close to our existing network in Pittsburgh. We can serve many neighborhoods in the area, and we'll prioritize new construction build based on customer demand. Once we experience a significant amount of interest from areas outside of our initial footprint we will extend our service to other areas. Please sign up and let us know where you are.

**What is the installation process like?**
Our professional, courteous and certified technicians will perform work both inside and outside of your home in an effort to bring fiber optic directly into your location. We need approximately 1-2 hours to complete work inside of your location, as well as a similar timeframe for outside work.

To minimize the time you need to be home, our technicians may begin work outside of your home prior to your appointment time, so please don't be alarmed if you see them doing work outside of your home up to a few days ahead of your appointment.

**Do I need to buy a new router?**
That's up to you. If you have an existing router that works for you then there is no need for a new one.  However, if you have an older router, now might be a great time to upgrade.  GoNetspeed does not provide a router with its service.

**What equipment goes in my house?**
We install an Optical Network Terminal (ONT), which is about the size of the cable or DSL modem.  We mount this on your wall to protect our fiber and your service with us.  The ONT should be placed within 6 feet of a power outlet, and should also be next to your router.

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