

# Questions to Ask Your ISP



## Introduction

Ensure you're getting the best possible service for your school by asking your current, or any prospective service provider these questions

## Connections

- Can you guarantee no end to end contention on your network?
- Will the school get service credits if the full speed or service is not available at the time guaranteed?
- Are you able to meet the latest DfE guidance for Broadband Internet Standards?
- Do you check all the major available connectivity providers to ensure I receive best value for money?
- Can you offer an active/active service so I can utilise all available bandwidth?

## Network Security

- Does your solution have full Unified Threat Management (UTM) or Advanced Threat Protection (ATP) as standard?
- Can you provide a secure and private Wide Area Network for a group of or multi-site schools?
- Does the security work across multiple sites, and can it be centrally managed?
- How quickly does your network security identify and protect against new threats?
- Where there is an onsite box what is your maintenance plan and fix/replacement time?
- How frequently are security definitions updated?
- Are you able to meet the latest DfE guidance for Cyber Security Standards?
- Are there additional charges to access my school resources while off-site?
- Do you provide an Anti-DDoS platform to ensure my school / trust is safe?

The iSPAs  
Multiple Award  
**WINNER**



Find out more. Call or email:

**01133 222 333**

[info@schoolsbbroadband.co.uk](mailto:info@schoolsbbroadband.co.uk)



## Safeguarding

- ☐ Is your filtering solution DfE/Prevent Duty/KCSiE compliant?
- ☐ Does your filtering platform inspect unknown or new websites actively?
- ☐ Are you members of the IWF and do you have access to their URL block and image hash list?
- ☐ Can the school set its own filtering policies and set policies for groups and individual users; for example age appropriate filters?
- ☐ Is BYOD supported and does this include filtering beyond school hours and location?
- ☐ Can the school easily add its own key words to the block list?
- ☐ Are the reporting and alerting features included as part of your price?
- ☐ Can the filtering be managed centrally for multiple sites or schools within a MAT?
- ☐ If there is a fault with the onsite equipment what is the fix time?
- ☐ Can you delegate multiple levels of administration so that teachers can set individual filters?
- ☐ How long will logs be available for?
- ☐ Check that your provider offers integration between your filtering solution and Google/Azure/EntraID. If they do provide integration, check whether they charge extra for this service.
- ☐ Is your price an annual all-inclusive charge or does it require capital expenditure on equipment and maintenance?
- ☐ Can your filtering and safeguarding service provide real-time alerts when potentially harmful digital activity occurs?

## Service

- ☐ Is there one central point of contact for connectivity, filtering, security and technical support?
- ☐ Do you offer support outside of normal school hours?
- ☐ Do you operate a UK based support desk?
- ☐ Are your services hosted in UK data centres?
- ☐ Are you certified to ISO27001 and Cyber Essentials Plus?
- ☐ Check if your provider's data is processed or transmitted within or outside of the UK.
- ☐ If data is processed outside of the UK are you satisfied that a risk assessment has been conducted?

If you have any other questions about what you should expect from your school's internet supplier, or how you can meet DfE requirements within your school's budget, please get in touch.



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