

Welcome
- to GTT -

Biz+
FIBRE



gtt+
business



CONGRATULATIONS!

You've made a wise investment in opting for GTT Business Fibre.

Get:

- **Stable, dependable, better quality internet service**, so your business is always connected to the world
 - Made possible with fibre optic cable as compared to copper
- **Greater speeds means doing more** with your internet such as live streams, video conferencing, faster file uploads/downloads, viewing security cameras, etc.
 - Speeds of up to 50 Mbps Download, 15 Mbps Upload
- **VIP Trouble shooting and Support**
 - Whether it's our Live Chat or Call Centre (OFAS), you get priority access to our Business Fibre trained experts, to get your business up to speed again
- Peace of mind with our **Service Level Agreement (SLA)**
 - Our SLA guarantees fault resolution within 3 business days, or we pay you!
- Dedicated **phone line** with crystal clear calling
- **StreamTV**, FREE internet (TV with up to 20 premium channels)



BUSINESS FIBRE ACCOUNT INFORMATION

Account #

Primary tel #

Biz FIBRE plan
installed

Biz 10 | Biz 50



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HOW TO CONNECT TO START USING BUSINESS FIBRE AND ALL ITS BENEFITS:

An advanced BUSINESS FIBRE terminal has been installed in your office to allow you to connect to the internet and have a telephone line.

To connect to the internet:

1. Connect an Ethernet cable directly to the advanced BUSINESS FIBRE terminal using port 1 catalogued as GE1 as shown on the picture below. This is the fastest and most reliable way to access the internet.
2. Connect a router to enable WIFI. Business Fibre is provided with a wired terminal, which means that for WIFI access you will need to install a router suitable to your business needs.


To connect your phone line device:

1. Connect your Telephone device cable to the advanced BUSINESS FIBRE terminal device using port catalogued as **POTS1** as shown on the image below.
2. Your telephone should now have a dial tone and you can start making calls.



Telephone

Ethernet cable port



Your BUSINESS FIBRE service includes FREE StreamTV with up to 20 Channels available. To start taking advantage of StreamTV, register with these simple steps:

1. Visit <https://gttstreamtv.com>
2. Click “**Register**” and follow the instructions. Be sure to have handy your BUSINESS FIBRE account number which you can find on the next page of this document.
3. A confirmation e-mail will be sent to you to “**Validate your account**”. Click the “**Validate Account**” link.
4. Now you have finished your registration and you are ready to enjoy StreamTV whenever you want. Just visit <https://gttstreamtv.com> to log in.



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GETTING YOUR BILL AND HOW TO PAY

Your BUSINESS FIBRE High Speed Internet account comes with paperless billing. You have two options for accessing your bills:

1. Visit <https://myaccount.gtt.co.gy> and register using your BUSINESS FIBRE High Speed Internet account information

OR

2. The  app. Download the APP

at



and



Paying your BUSINESS FIBRE bill has never been easier. For your convenience there are 3 ways to pay:

1. Via your MMG account 
2. Through any of the over 200 MMG agents around the country
3. Visit any GTT store



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TESTING YOUR SPEED

At any moment, you can verify the speed your BUSINESS FIBRE service is providing by simply following these simple steps:


1. Connect a single device via Ethernet to your BUSINESS FIBRE terminal (please see the section below on managing and improving WIFI).
2. Visit <http://gttgy.speedtestcustom.com>
3. Hit GO

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MANAGING AND IMPROVING WIFI AND SPEED

An advanced BUSINESS FIBRE terminal device has been installed in your office to allow you to connect to the internet via Ethernet cable only. As with any internet service, the best and most reliable way to connect is via Ethernet cable. To connect multiple devices (computers, phones, etc) you will need a router (wired or wireless)

1. **Improve your speed** – There are several factors that can affect the speed or throughput of you biz fibre internet. Here are some of the most common actions that can improve your BUSINESS FIBRE performance:
 - a. **Fewer devices connected** – the total speed you get through your BUSINESS FIBRE plan is divided between all the devices connected to your network. The more devices connected, the slower the speed you will get on each specific device.

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- b. Get closer to your router or Access Point (AP) – The further you are from the router or AP, the more unreliable the connection and its throughput will become.
 - c. Be in the same room as the router or AP – WIFI signal travels through most materials, but the denser and thicker the walls are, the more signal is lost (up to all signal could be lost). Depending on your office layout and construction, you might need to get additional WIFI emitting devices, like range extenders or wireless access points.

2. **Avoid interference** – There are several factors that can interfere with WIFI signal, like:

- a. **Microwaves** – Microwave ovens operate in similar frequency as WIFI routers and this may cause temporary interference with your WIFI performance avoid having your routers, computers or wireless access points close to microwaves.
- b. **Wireless devices** – different wireless devices can cause interference to your WIFI signal. Some of these might be

some Bluetooth devices, some wireless telephone devices (cordless phones).

- c. Other WIFI emitting devices - other WIFI emitting devices close to your router or AP could generate interference if operating on the same channel.
- d. As much as possible try to reduce the number of wireless devices in use. E.g. Turn Bluetooth off when not in use.

3. **Recommended devices**

For best results, GTT recommends a device with 802.11 ac or 802.11n standard. Devices from D-Link, Cisco\Linksys, Netgear and Ubiquiti to name a few, are good options.

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TROUBLESHOOTING

Troubleshooting most common issues

Issue	Causes	Solutions
Slow browsing	Distance from the router or AP	Come closer to the router or AP
	Number of devices connected	The total speed is divided between all the devices connected. Disconnect some devices from the network
	Walls between you and the router or AP	Go into the same room as the router or API
	Interference	Acquire WIFI range extenders

Issue	Causes	Solutions
No internet	BUSINESS FIBRE terminal has no power (lights are off)	Connect via Ethernet cable
	Billing issues	Turn off devices that may cause temporary interference like microwave ovens, Bluetooth devices and other wireless devices
	WIFI interference or blockage	Validate that all cables are plugged correctly
		Validate there is power in the home
		Validate your account is up to date and there are no outstanding bills. For this use GTT App
		Come close to the router or AP
		Try connecting via Ethernet cable



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HELP AND SUPPORT

Business Fibre offers VIP Tech Support and trouble-shooting. This is backed by GTT's Service Level Agreement which guarantees fault resolution within three (3) business days* (conditions apply, please refer to your Business Fibre Services - Master Services Agreement)

For inquiries or to report a fault, please use any of the below options:

+ Dial OFAS (0327) for Call Centre

Our designated, skilled Business Fibre reps can provide you trouble-shooting and support, as well as handle billing and other queries.

Hours:

6:00am - 11:00pm (Sunday - Sunday)

If the matter is not resolved, they will escalate to our technical team for further follow-ups.

+Online Live Chat

Chat online with a live rep who can provide you with trouble-shooting and support, as well as handle billing and other queries.

Visit our website gtt.gy and click on the “[Chat with GTT](#)” box on the lower right-hand corner of the screen.

Hours:

8:00am – 6:00pm (Monday – Friday)

+Online Report a Fault

Submit your fault online via the GTT website at gtt.co.gy/webform/report-issue. A rep will respond to you via email within 1 business day.

This option is best used for making a report during hours that the Call Centre or Live Chat reps are not available.

NB:

When making a fault report your **FSAN** number is required. This is a 12-digit alphanumeric code found on the side of terminal, and on the box of the terminal.



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