Business connectivity in Dubai.

The right connection starts before the order.

A practical guide to choosing connectivity for your Dubai sites: what to check at the address, how to plan for resilience, and how to understand performance once the circuit is live.





One accountable partner for global connectivity. Meridian on every connection.

Start with the site. Then look beyond it.

An office address and a bandwidth figure are the start of a connectivity brief. The rest is about how your business works: the applications people use, where those applications are hosted, which other offices they connect to, and what an interruption would mean.



In Dubai, e& and du are the principal fixed and mobile network operators. Their presence in the market does not tell you which service can be delivered into your particular building, on what terms, or by when. Those questions need to be checked against the address.

At the building

Confirm service availability, the point where the circuit enters, the route to your floor and the space where the equipment will sit. Identify any permissions or access arrangements needed for installation.

Beyond the building

Name the cloud services, data centres and other sites the connection needs to reach. Ask how the proposed service supports those requirements, including the international path where it matters.

Across your estate

A Dubai office should fit the way you manage the rest of your network. Compare the contract, delivery responsibilities, support and performance reporting alongside the circuit itself.

A service available in the district is not yet a service confirmed for your building.

Compare the connection, not just the headline speed.

Two offers with the same bandwidth can describe different services. Put the details side by side before deciding.

What is being supplied?

Check the access type, whether bandwidth is dedicated or shared, the upload and download speeds, and the handover. Be clear about what equipment and management are included.

What needs to work well?

Describe the business applications and destinations that matter. Bandwidth is one part of performance; delay, packet loss and changes in the path can also affect the experience.

What happens if the connection is interrupted?

Specify the level of resilience the site needs. A second circuit is worth assessing against the first: carrier, building entry, physical route and any shared infrastructure that can be established.

What are you committing to?

Compare recurring charges, installation costs, contract length, delivery assumptions, service commitments and support responsibilities. Ask what still needs validation before a firm order can be placed.

Two contracts do not, on their own, establish two independent paths.

Ask what the backup shares with the primary.

Resilience needs a site-level conversation. The appropriate design depends on what the business needs to keep running, how long it can tolerate an interruption, and the services available at the address.

A separate carrier name is useful information. It is not the complete answer. Where resilience matters, ask about the building entry, the route through the building, the access infrastructure and the onward network. Record what has been confirmed and what remains unknown.

For applications hosted outside the UAE, include international routing in the discussion. A second access circuit may still depend on infrastructure shared further along the path. Do not assume that an alternative circuit provides a particular international route unless that has been established for the proposed service.

Questions worth asking

- What business activity must continue if the primary circuit is unavailable?
- Which parts of the primary and secondary paths are known to be separate?
- Where could they still share a dependency?
- What will the secondary service support, and how will failover be tested?

The useful answer is a documented design, including its limits.

Most deliveries are won before the order is placed.

A quoted service still has to reach the right building, floor and rack. Our delivery process checks the requirement before the order, then follows it through carrier validation and handover.

01 **Address check**
Check on-net carrier availability for the site.

02 **Fibre planning**
Check fibre routes and building entry points.

03 **Internal routing**
Check the path to the floor, room and rack.

04 **Carrier pre-validation**
Validate the carrier order against the requirement.

05 **Order pre-validation**
Validate the customer order against the requirement.

06 **Execution**
The order is signed.

07 **Validation**
The carrier validates the order.

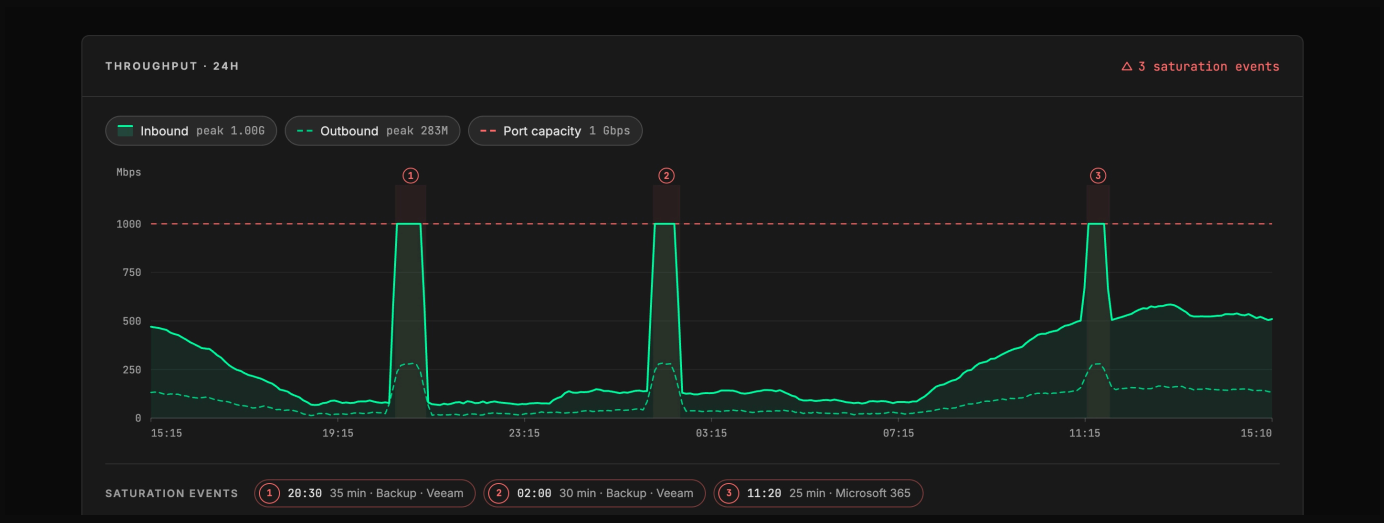
08 **Handover**
The circuit is live and handed over.

Tell us the date you need the site operational and any constraints on access or installation. We will confirm the proposed delivery plan and lead time for that site; a generic market estimate is not a committed delivery date.

Sight when you can’t see.

Meridian is our observability platform. It shows you how your connectivity is performing, from your site across the internet to the services you depend on.

It is included with every connection we supply, delivered on our Meridian Edge device. It also runs on circuits from other carriers, bringing the same granular, application-level visibility to the connections you already have.



Meridian · throughput example from Casablanca

Understand performance

See the connection in the context of the services your business uses, rather than relying on the advertised speed alone.

Bring evidence to the conversation

Use the measurement record to investigate changes in performance and inform the discussion about where to look next. A measurement supports an investigation; it is not a guarantee that every cause can be identified automatically.

Keep responsibilities clear

For connectivity we supply, our 24/7 service desk owns carrier incidents through closure: raising the ticket with evidence, pursuing the carrier and keeping you informed. When Meridian runs on a third-party circuit, your team manages the carrier ticket using Meridian’s evidence.

Meridian provides visibility. It does not automatically move traffic or remediate faults. We will confirm the measurement profile and features available for your service before you commit.

Your Dubai site. Your wider network. One accountable partner.

Connected Networks sources business-grade internet and private circuits from the world's carriers, delivers them on our own Meridian Edge device, and manages them with Meridian on every connection.

For multi-site businesses, that means one partner and one contract across the sites we supply. We work through the requirements at each address while keeping the wider estate in view.



The service that fits the site

We assess the available connectivity against your applications, bandwidth, resilience and delivery requirements. The choice starts with what the site needs, rather than a single carrier's portfolio.

Responsibility beyond installation

Delivery is followed by ongoing management and support. Our service desk owns carrier incidents for the connectivity we supply, with the measurement evidence available to support the investigation.

A clear basis for a decision

Before you commit, establish what is included, what it costs, when it can be delivered and who is responsible. Where an availability or delivery question remains open, it should be visible in that discussion.

The circuit, the visibility and the accountability belong in the same conversation.

Send us your site addresses.



Opening an office, renewing a contract or reviewing your existing estate? Start with the sites and what you need them to do.

Tell us

- The full address, including the building, floor and unit where available.
- The bandwidth you need, or the applications and users it must support.
- Your target live date and any contract renewal dates.
- Any resilience requirements, existing circuits or installation constraints.

We will come back with connectivity options, lead times and responsibilities before you commit.

Send us your site addresses →

customersupport@connectednetworks.io

Or talk to a network expert →
connectednetworks.io/contact

For an initial budgetary indication, use connectednetworks.io/pricing. Widget results are budgetary costs, not an order or a firm quotation. An order is created only through a signed order form.

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