



Real People. Real Connections.

FREQUENTLY ASKED QUESTIONS (FAQ)

Is KUDUCOM™ a Business and/or Residential Internet Service Provider?

KUDUCOM offers Dedicated Internet Access (DIA) for businesses and organizations delivering High Speed Business Internet in and around Tampa Bay. Although most of our clients are predominately B2B, we do have some large residential communities that benefit from our services.

Why is KUDUCOM the Best Option for Internet & Voice Services?

KUDUCOM networks are designed and customized for the most demanding business needs. With low latency and faster response times, KUDUCOM delivers fast paths, so clients experience no bottlenecks to common cloud providers like: Microsoft 365, Azure, Amazon, Google, IBM, Cloudflare, Cisco, YouTube, and Akamai.

What Speeds Can My Business Expect from KUDUCOM And Are They Guaranteed?

Our high-speed internet service for businesses offers guaranteed speeds that range between 50Mbps and 10Gbps. With enterprise dedicated internet and private networking/EVPL, no other company in the Tampa Bay area provides faster internet speeds than KUDUCOM.

Does KUDUCOM have its own Fiber Network?

KUDUCOM owns, operates, and monitors its own fiber network to deliver the fastest, most efficient, and redundant paths.

Are There Any Data Limits or Will My Business Speeds Be Throttled?

There are no data limits and speeds are not governed by KUDUCOM. Additionally, KUDUCOM's synchronous speeds allow mirrored downloads and uploads with low latency.

What Happens If There is a Problem with My Businesses' Internet Access?

Although downtime with KUDUCOM is rare, we have full time local KUDUCOM technical personnel on call 24/7/365 to provide rapid support to all our clientele. We also provide ample notice if our normal "off peak" maintenance is expected to interfere with any service offerings.

Does KUDUCOM Have Its Own Fiber Network?

We own, operate, and monitor our own fiber network to deliver fast, efficient, and redundant paths of service.

Is There a Contract Required for Service?

Yes. We offer varying services and contract terms based upon the needs and complexities of the client.

How Many Users Do I Need to Have KUDUCOM as a Provider?

KUDUCOM has clients with as little as 5-19 users and upwards of 500+.

Does KUDUCOM Offer Businesses Any Special Promotions for Bundling Services?

Yes. We offer various promotions and cater to each new client with unique packaging and pricing to benefit each customized need.

How Long Has KUDUCOM Been in Business?

KUDUCOM has been a family run business for over 25 years.

What Partnerships Set KUDUCOM Apart from Competitors?

KUDUCOM is a Premier CISCO Partner and utilizes the Webex Collaborative Business Application providing a dependable, secure, and flexible business communication tool trusted by 95% of Fortune 500 Companies.

What Are a Few Stand Out Features of The Webex Application by CISCO?

Webex top features are high performance video and call integration. Many users note the seamlessness of file transfers and other in-call features. The interactive whiteboard technology is also very impressive. Under Webex call settings, regular calls using the Cisco Webex app can be transformed into Webex meetings. Lastly, six-way conference calls make an excellent alternative to video meetings. For businesses dealing with hybrid workplace environments, this application has really been a gamechanger for small to medium-sized businesses.

Can My Business Provide Our Own Router and/or Equipment?

Yes; however, we offer competitive rates and guaranteed service with our full-service package of products and services for your business and cover maintenance and technical support.

Does KUDUCOM Install the Equipment for My Business?

Yes.

Is There Onsite or Virtual Training Provided to My Employees and/or Staff Once Webex is Installed?

Yes. KUDUCOM offers virtual training with your team on the Webex Application and provides video support modules. Our live support and customer services representatives work 24/7/365 and are highly trained technical professionals located in a local facility.