

# GVTC WiFi

## Information for Customers



**Thank you for subscribing to GVTC WiFi and choosing us as your internet provider**

GVTC strives to provide you with the latest in Internet technology and outstanding customer service. As part of our service, GVTC supplies a managed WiFi router for remote support and 24-hour technical support.

### Why is my WiFi speed slower than the speed I signed up for?

WiFi speeds are dependent on various factors. Some of these factors include:

#### The structure of your home.

Homes with thick rock walls, extremely high ceilings and multiple stories may experience a slower WiFi speed due to the signal being unable to move easily through these spaces.

#### Interference from other devices.

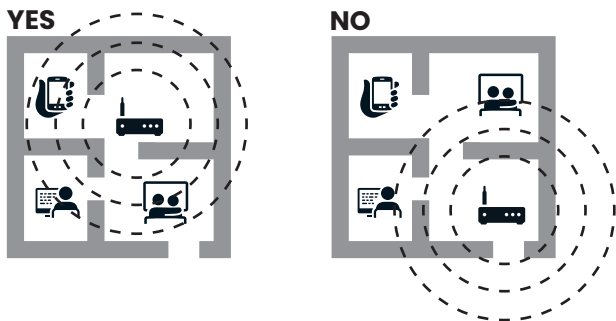
Equipment such as baby monitors, cordless phones and bluetooth-connected devices can interfere with your WiFi signal.

#### The number and types of devices connected to WiFi.

The more devices that are connected to WiFi, the slower the speeds will be. Older models of tablets, smartphones, laptops and other devices may experience slower WiFi speeds. Different brands of computer hardware may also deliver different speeds.

#### The placement of the router.

Routers that are placed in a high position within the home and are free from obstructions will provide a stronger WiFi signal.



Due to the numerous factors affecting your WiFi signal, your subscribed speeds cannot be guaranteed over WiFi.

### How can I improve the speed of my WiFi?

#### Choose the best network for your requirements.

When connecting a device to GVTC WiFi, you have the option of connecting to a 2.4 Ghz or 5.0 Ghz signal. Choosing the network ending with 2.4 will provide a stronger signal when a device is further away from the router, while choosing the network ending with 5.0 will provide a better WiFi experience for devices closer to the router.

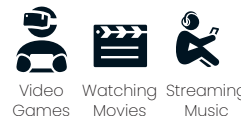
#### 2.4 Ghz BASIC INTERNET APPLICATIONS

Slower speeds, longer range



#### 5.0 Ghz HD CONTENT STREAMING

Faster speeds, shorter range



#### Do not move or reset the GVTC router.

If you require the GVTC router to be moved, call GVTC and ask a technician to assist you.

The GVTC router has a 'pin hole' reset button positioned on the back or bottom of the device. It is important not to utilize this reset button, as it will cause service to be affected and may require a technician to visit your home to fix the issue at an additional cost.

#### GVTC WiFi/Internet Disclaimer

WiFi Services – GVTC makes no guarantees about WiFi speeds and coverage service delivered with a GVTC provided device or a customer purchased device. Service performance may be affected by your proximity to the device, the number of other users/devices connected, the composition of the home/office where the device is located (wood, concrete, etc.), radio frequency interference, the capabilities or age of your laptop, tablet or other WiFi capable device, and the applications you use.

GVTC's Home/Business WiFi service is designed to provide customers with the highest speed available from the network at any given point in time, subject to the many different factors discussed above that can affect network performance.