



What is 1 Gig

One gigabit per second (Gbps) is a 1000 megabits per second (Mbps) connection. One Gbps may be referred to as 1000 Mbps, 1G, 1 Gig or 1 Gbps.



Where is 1 Gig offered?

1 Gig is now available to all Grande customers in Austin, San Marcos, Midland, Odessa, Dallas, and selected areas of San Antonio. And it is coming soon to Waco, Corpus Christi and the remaining Grande territory in San Antonio.

How do I get 1 Gig from Grande?

If you're a current Grande Internet customer, you'll be able to upgrade to 1 Gig if it's available in your area. You'll need to get a new modem/router that is capable of handling the 1 Gig speeds – but that's easy and we can help you!



Why does 1 Gig require a different modem?

The technology that allows Grande to provide you with this speed is the cutting edge of internet access. 1 Gig is so fast that it has surpassed the speed capabilities of the majority of today's modems and routers. Older modems are not compatible with this service and Grande is providing every 1 Gig customer with a 1 Gig-capable modem and/or router when you sign up for 1 Gig service.

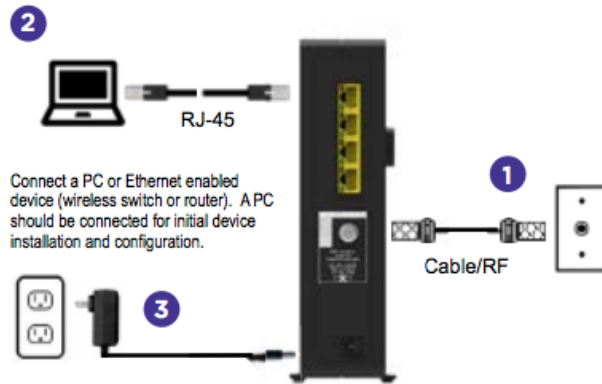
What is special about this modem?

These new modems support the cable network connection required for speeds up to 1 Gig and offer greater reliability than previous modems. They are the equivalent of driving on a multilane highway instead of a small road. You can move with plenty of room to maneuver at incredible speeds without slowing down.



How do I set up my new modem?

In most cases, setting up a your new modem for 1 Gig is the same as setting up any other modem out there today. Either way, Grande has you covered. We'll professionally install it for you, easy as 1-2-3. If you need additional information, see manufacturer info.



Do I need a new router?

We recommend using our best-in-class router for 1 Gig which is capable of supporting these high speeds. However, if you're in love with your current router, it will work. But we cannot guarantee what speeds will be achieved with your current router.

What can I do with 1 Gig

There's nothing you can't do with 1 Gig. You could have everyone in your house streaming Netflix, YouTube, Hulu, Pandora, iHeart Radio, Spotify and gaming all at the same time! Every person in your home can be doing something on every device all at once. Or you could watch some future HD video service that doesn't exist yet. And you can brag to your neighbors that yours is bigger, stronger and faster.

| Speed | HD Movie | Video Game | MP3 Album | TV Episode |
|----------|----------|--------------|-----------|------------|
| 25 Mbps | 27 min | 1 hr. 21 min | 48 secs | 3 min |
| 50 Mbps | 13 min | 40 min | 24 secs | 1.3 min |
| 100 Mbps | 6 min | 19 min | 11 secs | 46 secs |
| 1 GIG | 40 secs | 2 min | <2 secs | 4 secs |




How much speed do I really need?

Ask yourself: Do you want to curl up on the couch and watch a show you recorded on your TiVo earlier in the week...while someone else in your house is on a computer catching up on the day's events...and another is watching a trailer for the next superhero movie then jumps to the latest YouTube craze...while someone else is watching *House of Cards* on Netflix?

All while you are simultaneously doing a software app update on your tablet and smartphone? And all of you are doing these things without ever slowing down? With 1 Gig you can do all this without giving it a thought. It's fast. It's awesome. You just get quality, fast streaming for everyone on all your devices.

What should I have for 1 Gig

These specifications/configurations are known to work. If you do not have these, you may not get the most from your 1 Gig plan:



| OS | Vista | Mac OS X |
|------------|-------------|------------------|
| Processor | Intel i5+ | 2.5GHZ Intel 15+ |
| RAM | 8GB+ | 8GB+ |
| Hard Drive | SSD | SSD |
| NIC | 1000 Base T | 1000 Base T |

What does “speeds up to” mean?

While Grande delivers the speed you've chosen, a number of factors can affect that speed. For example, a wired connection will always give you the fastest speed you will experience in your home. Wired speeds cannot be achieved using a wireless router. Also, the type of computer, tablet, phone or other device you have will affect speed. For more, see [optimize-your-speed](#).

What is the best way to run a speed test?

For best results, use the [speed test](#). Many other speed test servers are not capable of measuring speeds as fast as 1 Gig. Connect your computer directly to



your modem without using a wireless router. All the connected devices within your home share that modem's bandwidth and can impact the results. You could also restart your computer prior to the test to ensure nothing is running in the background.

How do I maximize Wi-Fi

If there is a router between your modem and your computer, the connection speed you experience can often depend on the model and configuration of that router. Grande will supply you with the latest wireless router using the 802.11ac protocol which supports speeds up to 1 Gig. If you decide to use your own router, make sure it meets the requirements to give you the best 1 Gig experience. Certain routers are able to pass data to your computer more quickly than others. For example, wireless routers using the 802.11g protocol are limited to 54 Mbps and, depending on your signal strength, may give you significantly slower connection speeds. Plus there are many variables that impact your wireless signal performance. These may include: microwaves, static electricity, fluorescent lights, windows, wall type and thickness, distance from the device and multiple devices on the same channel. Connecting directly to your modem removes a lot of these variables.