

# GVTC Premium WiFi

## Information for Fiber Customers

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 and 24-hour technical support.

### How can I improve my WiFi speeds and coverage?

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

#### The structure of your home.

Homes with rock walls, extremely high ceilings and that are split level may experience a slower WiFi speed due to the signal being unable to move easily through these spaces.

Larger homes may also experience slower speeds. GVTC Premium WiFi offers Mesh Access Points to improve coverage Call 800-367-4882 to learn more.

#### Interference from other devices.

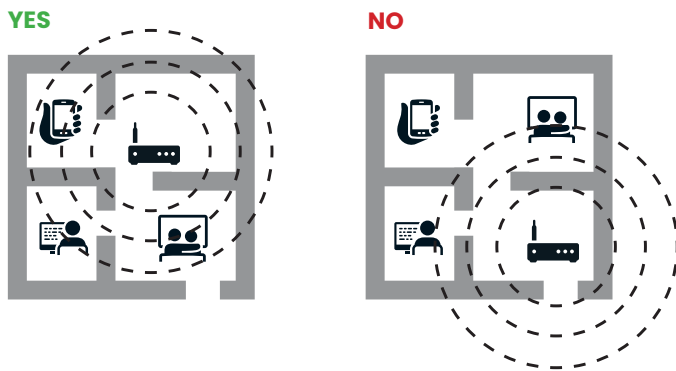
Equipment such as baby monitors, cordless phones and bluetooth-connected devices can interfere with your WiFi signal. Mirrors can also affect your WiFi signal.

#### 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.

### Important Information Regarding GVTC Premium WiFi

#### Do not disconnect from GVTC Router.

The GVTC Router will appear on the list of devices connected to your WiFi. The Premium Router allows multiple devices to connect and communicate to the Internet, both wirelessly and while hardwired. In order to maintain your Internet connection, GVTC requires our router to be connected.

#### 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.

#### WiFi 6 and Mesh Access Points

GVTC Premium WiFi uses a router which supports WiFi 6, providing better throughput, increased coverage and allowing for more devices to be connected. Mesh Access Points are also available to extend WiFi coverage in your home, particularly in larger homes. Call 800-367-4882 to learn more.

#### GVTC WiFi App

Download the app to enable **ProtectIQ™**: Network Security for free. ProtectIQ™ protects all the devices connected to your WiFi from incoming threats. Plus, set up guest networks, monitor who and what is connected to your network, and manage passwords.



#### SSID

If you choose to change your SSID, please remember you cannot use special characters (ie. \$%^). You will also have to reconnect all your devices to the new SSID.

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**Visit [gvtc.com/WiFi](https://gvtc.com/WiFi) to learn more about your service.**