

Residential Broadband Rate Increase FAQ

Who will be affected?

Most GVTC and GVCS Residential broadband subscribers will see the \$1.00 / month increase applied to their speed tier rates. All GVTC and GVCS customers whose broadband package includes GVTC managed WiFi service will also see a \$2.00/month increase. At this time, business customers will not experience any change in rate for either of these services.

What will be increased?

Beginning in October 2018, GVTC will implement rate increases to existing residential broadband customers. All Residential Broadband Speed Tiers will increase by \$1.00 per month. All GVTC WiFi charges will increase by \$2.00 per month.

Why is the increase occurring?

Over the past ten years, GVTC has invested heavily into its broadband network in order to deliver high quality state of the art internet services to its customers. Over that period, GVTC has not increased its rates for this service. This modest increase will ensure that GVTC can continue to maintain and in some cases expand upon this level of service.

Over the past ten years, GVTC has also committed tremendous resources into developing a managed home WiFi service. Today, as a result, GVTC can monitor the performance of each customer's broadband experience in real time and take individual customer-specific action to correct certain in-home issues. This could involve either GVTC's equipment or customer-owned broadband access devices such as laptops, tablets, OTT devices etc. The capacity and performance of the WiFi Routers deployed by GVTC has dramatically advanced over these ten years as well. GVTC has not increased rates for WiFi service in 10 years.

When will the increase occur?

Customers will see this increase effective on the first bill they received from GVTC after October 20, 2018.

What if I'm currently under contract?

If you are still within the first twelve months of service on the bundle or package, GVTC will defer their rate increase until you reach the thirteenth month of your term agreement.

