

WELCOME TO THE FUTURE!

Making the Most of Your Conexon Connect Service



You've got lightning-fast fiber internet. Now what?

While our fiber-to-the-home network provides one of the fastest internet connections available, a few quick tips can help you maximize the potential of your fiber speeds, especially on Wi-Fi in your home:

- **Minimize interference:** Wi-Fi networks use a radio signal that can be blocked or weakened by any number of construction materials: cinder block, concrete, metal and even wood and drywall. Ensure that walls or other solid objects aren't blocking your Wi-Fi signal. Interference from other radio signals like microwaves or infant monitors can also affect signal strength and speed.
- **Place your router carefully:** As a general rule, wireless speeds decrease with further distance from the router. Place your laptop or tablet as close to your router as possible. Keep your router off the floor and out of closets and cabinets. Staying within 100 feet of your router will increase your Wi-Fi speed. You can also install an extender if you find you routinely need a boost.
- **Check the age of your devices:** More often than not, newer phones, computers, and tablets are capable of supporting faster internet speeds than older devices. You may want to consider upgrading your phone or tablet if it is an older version.
- **Know how many devices you have connected:** Your bandwidth is shared among all devices, so more devices connected may result in decreased speed for all. Even smart home devices such as appliances or security systems are in constant communication with the router and using bandwidth.

Did you know?

The average number of connected devices in the home is 17.7!



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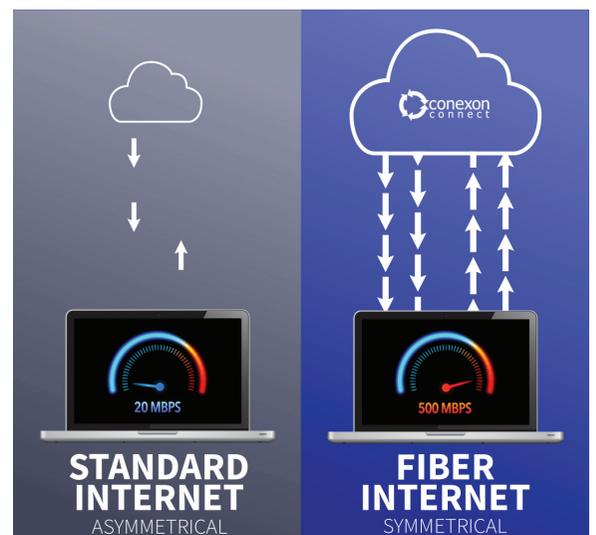
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More Frequently Asked Questions

What does symmetrical service mean?

- Symmetrical service is what sets Connect fiber internet apart from our competition. We offer identical upload and download speeds – 1,000 Mbps (1 Gigabit) down and up.* Think of it as a two-way highway: On our network, cars can go maximum speed in both directions.
- This means you can:
 - Share large files faster
 - Video call for work-from-home, remote learning or telehealth visits seamlessly, without interruptions or delays
 - Download movies or games in minutes, not hours
- Other networks promise speed but don't deliver.
 - Downloads are fast – 25 Mbps or 250 Mbps
 - Uploads are not – 3 Mbps or 20 Mbps



Why is my speed test not showing a maximum internet speed?

- Even though the maximum internet speed you can experience with Connect fiber internet is 2 Gigabits per second*, it is normal for customers to not to hit this exact number on a speed test.
- It's important to remember that the speed test isn't actually processing your network speed; it is processing what your device outputs. The limitations you see as the result of a speed test are of the device and/or the server, not the network.
- Full gigabit speeds are guaranteed only when hard-wired into the network interface, so mobile devices on Wi-Fi will never reach Gigabit speeds up and down.

What can I expect on my first bill?

- Conexon Connect follows the industry standard of issuing a monthly service bill ahead for fixed services. This means you will pay in advance for your service.
- Your first bill will include two components: It will include the charges for the current month, prorated according to the date your service began. It will also include the full monthly charge for the next month of service.
- Depending on what day your service began, your first bill may be almost twice your standard monthly payment. After the first bill, you can expect your service charge to be consistent month to month.

*Connect Premier offers download speeds of up to 2 Gigabits per second; upload speeds are typically between 1 and 2 Gigabits per second.