



# Welcome to GigabitNow



## Welcome to GigabitNow Fiber Internet

This Welcome Guide contains helpful information that will walk you through the basics of your new fiber Internet service. Included are useful, quick guides providing do-it-yourself troubleshooting information for fiber Internet and details on the benefits of your new fiber Internet.

### The Ultimate Home Internet



Fast, Reliable Gigabit Speeds



Unmatched Network Reliability



Same Speeds Up and Down



Work, Learn, Stream and Play Without Buffering



Use Multiple Devices, Multiple People at the Same Time



Unlimited Data Usage Without Throttling



24/7 Live Customer Service



Ethical Personal Data Privacy



# Welcome to GigabitNow



GigabitNow Shelbyville is comprised of two elements, Hoosier Fiber Networks who built and operate the physical fiber network and Internet delivery systems and GigabitNow who provides fast, reliable Internet services using the network.



GigabitNow brings over 30 years of Internet connectivity and customer-focused experience to your community. Although, GigabitNow handles the design, construction, and connectivity solutions for communities as part of its own business, Hoosier Fiber Networks felt it important to bring the best possible Internet service provider to the city of Shelbyville and GigabitNow is proud to be of service. In addition to providing turnkey solutions for the design, construction, operation and support of gigabit fiber networks, GigabitNow's parent company IsoFusion provides full-service business and enterprise Internet, colocation, cloud services and more. We are truly one company to deal with that takes care of everything.



Hoosier Fiber Networks is a fiber optic broadband infrastructure provider, responsible for the build out of a fiber-to-the-premise network that is anchored in Bloomington, and serves Columbus, Shelbyville, and Bartholomew County. Hoosier Fiber Networks works with communities across Indiana to close today's digital divide by building reliable fiber infrastructure that will be sustainable for the next 100 years. We specialize in developing, designing, building, financing, maintaining, and operating fiber broadband networks structured as either public private partnerships or privately funded infrastructure projects.





## Welcome to Your New GigabitNow Fiber Internet Service

Thank you for choosing GigabitNow for your fiber Internet service. We are excited for you to experience Internet how it is meant to be!

### Wi-Fi Information

Network Name: \_\_\_\_\_

Network Password: \_\_\_\_\_

### Keep in Touch

Find out what we are up to in Shelbyville! You can find us on the following:

 GigabitNowIndiana

 GigabitNowIndiana

**Contact customer service for more help accessing your account or for information:**

 1-800-315-3509

 support@gigabitnow.com





## Welcome to Your New GigabitNow Account

Your new GigabitNow fiber Internet account is easy and simple to use! The robust dashboard allows you to be in charge of your new service. Just log-in and you will find options for the following:

- View Service Plan
- Edit Email Address
- Set Payment Options
- View All Invoices
- Set Automatic Payment
- Update Account Password

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### Access Your Account

1. Go to [GBNShelbyville.com/MyAccount](http://GBNShelbyville.com/MyAccount)
2. Log in to your GigabitNow Account
3. From there you can set up your payment method, view bills and more.

Account Number: \_\_\_\_\_

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Contact customer service for more help accessing your account or for information:

📞 1-800-315-3509

✉ [support@gigabitnow.com](mailto:support@gigabitnow.com)



# Fiber Internet Service



## Welcome to Your New GigabitNow Fiber Internet Service

Your GigabitNow fiber Internet is designed for the 21st-century and will enable your newest technologies to be utilized at their fullest potential! Work, learn, stream and play with unmatched reliability and ultrafast Internet.

### Exclusively for Shelbyville



Future-Proof



Unparalleled Reliability



Unlimited Bandwidth  
Without Throttling



Multiple Devices, Multiple People  
— No Problem



# Fiber Internet Service

## Customize Your Fiber Internet Experience Upgrade At Any Time! Ultrafast Fiber Internet



**Fiber Basic**

350 Mbps Upload and Download

**\$49<sup>99</sup>**/mo



**Fiber Essential**

1 Gig Upload and Download

**\$69<sup>99</sup>**/mo



**Fiber Plus**

2 Gig Upload and Download

**\$89<sup>99</sup>**/mo



**Fiber Max**

5 Gig Upload and Download

**\$149<sup>99</sup>**/mo



**Fiber Ultra**

Up to 10 Gig Upload and Download

**\$199<sup>99</sup>**/mo

**It's Easy To Customize Your Home Internet. Try It Out!**

 [GBNShelbyville.com/upgrade](http://GBNShelbyville.com/upgrade)

 1-800-315-3509





# Internet Speed and Testing



Getting fast, reliable Wi-Fi and Internet is essential. We use Internet devices for everything from video streaming and social media sharing to home automation and monitoring 24 hours a day. Ensuring you are receiving your full Internet speed is important to experience the Internet to its utmost regardless if it is over Wi-Fi or connected directly by an Ethernet cable.

Sometimes it may seem like you are not getting the full speed you expect when it takes forever to upload that video or streaming Hulu, and the stream locks up right when the action is getting good. And while it's possible that there is something wrong with your Wi-Fi setup or GigabitNow Internet connection, there are other factors that may be causing a slowdown on that you should check before calling GigabitNow for help.

## Wired vs. Wi-Fi – There is a Difference

Depending on which connection method you decide to use, wired Ethernet cable, or wireless, you should know they will have different speed results for several reasons. Regardless of which way you use to connect to the Internet, it is important to know that there is a percentage of bandwidth overhead utilized by the devices to maintain a connection. GigabitNow has made adjustments to mitigate this overhead, but at higher speeds, it is difficult to eliminate it completely. Due to this, Gigabit connections never speed test at precisely 1,000 Mbps. Let's review what to expect from each connection method.



### Wired

The connection technology built into devices is always changing, becoming faster with every iteration. Older devices may not be capable of providing faster Internet speeds. Laptops and computers, directly connected to your personal network, may not be capable or connecting to the network at 1 Gigabit and will be unable to deliver the fastest speeds. Many laptops from just a few years ago were manufactured with 100 Mbps Ethernet ports and even less for Wi-Fi. This means that regardless of how fast your Internet is when you plug your laptop into the home router, the most you could ever get is under 100 Mbps due to this limitation. It is important to verify what your device is capable of before looking at speed test results. If your device or router is too old, it may not be capable of providing the maximum speed delivered by your GigabitNow Internet connection.



# Internet Speed and Testing



## Wireless

Conducting a speed test using a device directly connected via an Ethernet cable versus over Wi-Fi makes a big difference in your results. Wi-Fi, although incredibly helpful to our daily lives, does not typically deliver the full speed of your Internet connection. Wi-Fi loses a significant amount of speed due to the nature of how wireless devices connect over the air to wireless routers. To complicate testing further, many wireless devices are not capable of delivering the faster speeds GigabitNow delivers and will give an inaccurate result.

Apple and Android mobile phones and tablets have maximum Wi-Fi speeds that they are capable of supporting. If you connect using a smartphone that's more than a year old, you may not get an accurate view of the download and upload speeds you are actually receiving. There are way too many devices to provide a comprehensive list, but the first thing you should do is determine which Wi-Fi standard is supported by your device. If it's three or more years old, it likely supports the 802.11b, 802.11a/g, or 802.11n standard. If it's a new device, it probably supports the 802.11ac or 802.11ax standard. Below is a look at the maximum speed supported by each of these standards.

Another factor that could be slowing down your speed is your router, especially if your router is three or more years old. The Wi-Fi industry is constantly updating its technology for better performance. New routers work better with faster, more reliable connections and offer more features. Here's a list of the theoretical designed speeds supported by each of the current Wi-Fi standards.

## Current Wi-Fi Standards



Wi-Fi 1

802.11b  
11 Mbps



Wi-Fi 2/3

802.11a/g  
54 Mbps



Wi-Fi 4

802.11n  
150 Mbps



Wi-Fi 5

802.11ac  
433–866 Mbps



Wi-Fi 6

802.11ax  
2+ Gbps

These speeds represent the maximum theoretical speed you can get based on the different Wi-Fi standards. These speeds are not achievable in real-world conditions as Wi-Fi signals are affected by obstacles in your home like large mirrors, and brick, concrete, or steel-reinforced walls. There are also several other devices in your home that can affect the transmission of wireless signals such as baby monitors or cordless phones. Suffice to say there are a number of challenges that can affect your Wi-Fi signal reaching its maximum speed. To help mitigate these obstacles, GigabitNow offers the latest Wi-Fi 6 technology available as part of our Managed Wi-Fi service plan. This includes a state-of-the-art Wi-Fi 6 router, mobile management app, and 24/7 live remote support to help troubleshoot all your Wi-Fi challenges.

## Testing Your Internet Connection

With a Gigabit connection, there should be enough bandwidth for all of your devices. To confirm you are not experiencing an issue with the GigabitNow connection to your personal network, please follow these easy steps:

### 1. Stop Using the Internet

When conducting a speed test, make sure you are not using the Internet for anything else. If you do a speed test while someone is streaming a movie or music in the other room, the test will be impacted, and you will see a slower result. You should also make sure you don't have any other applications running or additional tabs or browser windows open on the device you are using to test. Remember, everything uses the Internet today.





# Internet Speed and Testing

## 2. Reboot/Restart

Many devices have several processes working in the background that you can't even see. It may seem odd to have to restart your device, but the testing process relies on your hardware to work correctly. Rebooting resets a device and typically helps get a better connection and more accurate test.

## 3. Speed Test

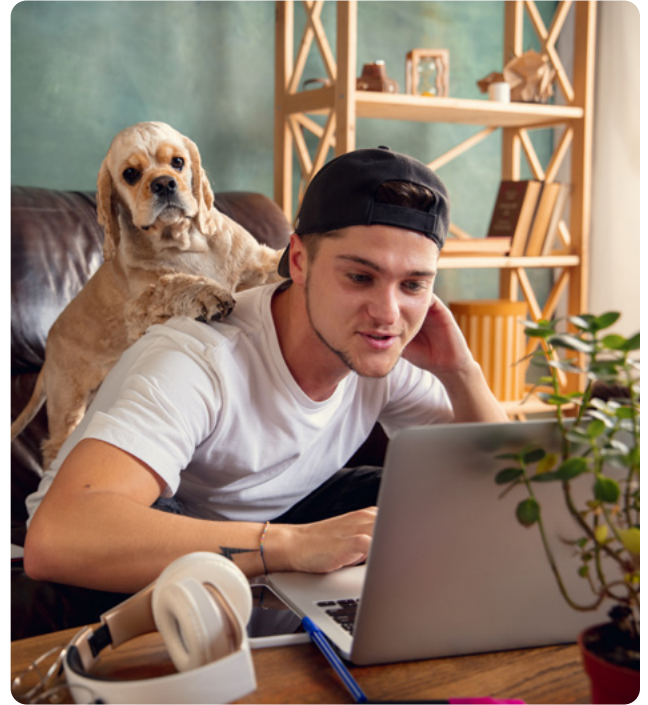
Go to GigabitNow's speed test site at [GBNIndiana.com/speedtest](https://GBNIndiana.com/speedtest).

## 4. Log Your Results

Keep a log of the results of the speed test. GigabitNow's speed test site tests Ping, Latency, Upload, and Download. You can take a screenshot or write the results down for reference later. If you choose to take a screenshot, make sure to name the file with the time and date you took the test as it will be easier to identify later.

## 5. Repeat Testing

Repeat steps 3 and 4 a few times over the course of the day and make sure to note the results and time the test was taken.



## What Should I Expect?

GigabitNow delivers a fast, reliable connection from your personal network to our local data center, which is directly integrated into the Internet. We provide a connection to the Internet with no throttling and no bandwidth caps. When you use your connection, you are getting the fastest, most direct connection to the Internet possible. Your speed to a specific website or service can vary greatly due to several factors. You may often encounter slow connections to a specific website or service not because of your Internet connection but because of the website itself. The website or service may be bogged down with a lot of other user's traffic, or it may be located in a geographically distant location causing slower speeds, or it may use hosting equipment that is slower than your GigabitNow connection. An issue you may encounter with a specific website or service may not have anything to do with your Internet connection. Always start with GigabitNow's speed test site to verify your connection is working correctly.



# Internet Speed and Testing

## GigabitNow Speed Expectations

We designed our Internet plans to maximize the speed and quality of your Internet experience. Below are what you should expect to see when you conduct a speed test.

### 350 Mbps

**Wired (Gigabit Ethernet)**

350 Mbps downloads and uploads

**Wireless (Wi-Fi 6 Devices & Router)**

Same Room: Up to 350 Mbps downloads and uploads

Next Room: 225–350 Mbps downloads and uploads

### 1 Gbps

**Wired (Gigabit Ethernet)**

930–960 Mbps downloads and uploads

**Wireless (Wi-Fi 6 Devices & Router)**

Same Room: Up to 800 Mbps downloads and uploads

Next Room: 225–350 Mbps downloads and uploads

### 2 Gbps

**Wired (Gigabit Ethernet)**

1.7–1.8 Gbps downloads and uploads

**Wireless (Wi-Fi 6 Devices & Router)**

Same Room: Up to 800 Mbps downloads and uploads

Next Room: 225–350 Mbps downloads and uploads

### 5 Gbps

**Wired (Gigabit Ethernet)**

4.4–4.5 Gbps downloads and uploads

**Wireless (Wi-Fi 6 Devices & Router)**

Same Room: Up to 800 Mbps downloads and uploads

Next Room: 225–350 Mbps downloads and uploads

### 10 Gbps

**Wired (Gigabit Ethernet)**

Up to 10 Gbps downloads and uploads

**Wireless (Wi-Fi 6 Devices & Router)**

Same Room: Up to 800 Mbps downloads and uploads

Next Room: 225–350 Mbps downloads and uploads

As you have read, speed tests can be influenced by many factors outside GigabitNow's control. If you are not experiencing the kind of speeds you expect after following the steps listed in this guide, please reach out to GigabitNow support. We are happy to work with you to help mitigate any challenges to ensure you have the best possible experience.

## Are Your Devices Slowing Things Down?

Sometimes, you may experience slowdowns because your devices are just busy working. Many times, our devices are busy doing all sorts of tasks in the background when we are not even using them. From downloading updates, syncing files, uploading your pictures, and video to the cloud, our devices are often using the Internet more than we are. When streaming a video or connecting to that video call for work, it is important to verify your family's devices are not using up the bandwidth, causing you a poor Internet experience.

If you are using GigabitNow's Managed Wi-Fi service, you have a fantastic tool to see what devices are using traffic on your Internet connection. Using the built-in tools found in the mobile app, you may find a few devices or programs that are doing some serious downloads, making it hard for you to get your task done. If you can't figure out how to use these tools, just give us a call, it's all part of our managed Wi-Fi service. There are many devices available today with similar features that can help you inspect your network traffic and find those bandwidth-hungry apps. If you do not have access to either of these options and are connected directly to the fiber Internet router that was installed, disconnect all of the devices except the one you are using to see if your connection improves. Then retry each device and see if the speed is better or worse. You will be surprised by the differences.

If you need help with your GigabitNow connection, or feel you are not getting the speeds you should, please contact GigabitNow customer support. Our team is available twenty-four hours a day and are happy to work with you to find a solution.



# What Can You Do With It?



## Welcome to Your New Fiber Internet Experience

### Get Started Using Your GigabitNow Fiber Internet Service

GigabitNow Fiber Internet allows you to use your fiber Internet connection to take advantage of the latest technologies like streaming, home automation to cloud services that allow you to use backup, file and data storage.

### What Can You Do With It?

Learn more about what you can do with your new fiber Internet service checkout the following articles:

- Cord Cutting — [GBNShelbyville.com/CordCutting](https://GBNShelbyville.com/CordCutting)
- Streaming — [GBNShelbyville.com/Streaming](https://GBNShelbyville.com/Streaming)
- Home Automation — [GBNShelbyville.com/HomeAutomation](https://GBNShelbyville.com/HomeAutomation)
- Home Automation Devices — [GBNShelbyville.com/SmartHome](https://GBNShelbyville.com/SmartHome)

For a more complete guide on what you can do with your fiber Internet service please visit:  
[GBNShelbyville.com/UsingFiber](https://GBNShelbyville.com/UsingFiber)





# What Can You Do With It?

## Cut the Cord

We make sure you can access every TV and media option — easily and with zero slowdowns! Stream television, movies, music, video games and sports through your home Wi-Fi connection.

## Where to Watch



Tablet



Smart Phone



Computer



TV

## Hardware to Help You Stream



Apple TV



Amazon Fire TV



Google Chromecast



Roku



Smart TVs



Game Consoles

## Streaming Services



## Home Automation



Entertainment



Security



Personal Assistant



Lighting



Climate Control



Home Health

## Online File and Data Storage





# Support




## Welcome to Your Fiber Internet Troubleshooting Guide

### Support Information

Need help using your GigabitNow Fiber Internet?

We are here to help! Listed on the next page are some basic troubleshooting solutions for your home Wi-Fi network along with answers that will help you navigate your home router. If you are still needing to solve any issue our customer service is available for you 24 hours a day, 7 days a week.

 1-800-315-3509

 [support@gigabitnow.com](mailto:support@gigabitnow.com)

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**For a more complete troubleshooting guide visit: [GBNShelbyville.com/FAQ](http://GBNShelbyville.com/FAQ)**

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# Support

## General Wi-Fi Troubleshooting

1. Make sure your Wi-Fi device is powered on.
2. Make sure airplane mode for your device is disabled.
3. Disconnect your device and then re-connect manually to your Wi-Fi service.
4. If the problem persists, power the device off and on again to reconnect.

## Where the problem might be located:

### Device

Try connecting to the Wi-Fi network with another device, like laptop computer or friend's phone. If other devices can use the network, the problem is most likely with your device.

### Network

Check whether your device can connect to another Wi-Fi network, like at a friend's house or a public network. If your device can connect elsewhere, the problem is most likely with the network.

### Internet

If your device connects to the Wi-Fi network but you still have no Internet, the problem is most likely with your Internet connection.

When you reconnect, we recommend checking for the latest system update. Updates can bring improvements that help fix issues.

## What does solid green light mean?

If the power light is solid green your device has power. If the WAN/LAN lights are solid green the device is securely connected, but there is no data traveling over the lines.

## Green lights are flashing, is this a problem?

No, the router is using the Internet connection and sending data. In the event that the lights are red, flashing or solid, there may be an issue with your router.

## How do I improve my Wi-Fi signal?

Pay attention to where you place your router device. Wi-Fi signals cannot broadcast through metal. Placing the router on top of a DVD player, or video game console, that has metal plates around it or on the interior, can impact your range Wi-Fi service speeds.

## Does the router have a laser light?

Yes, the router uses a laser light to transmit data. If you are required to move or troubleshoot with the router device, please be aware of the presence of laser light. If you look directly into laser light it can cause serious eye damage. If you see that the fiber is not connected and you observe the presence of laser light contact GigabitNow immediately.

## Should I use a surge protector with my router?

We strongly recommend the use of a surge protector with any expensive electronics that you may own, including your router. Even with the most stable of power systems, using a surge protector will help protect the router and extend its service life span.

**Warning: The fiber cable is extremely fragile, please do not touch or remove this cable. Repairs for any damage to this cable will be billed to the homeowner.**

## Need More Help?

For a more complete guide on troubleshooting your fiber Internet service please visit: [GBNShelbyville.com/FAQ](http://GBNShelbyville.com/FAQ)