Multi-Gig FAQ's and Talking Points - Article no. 9271

Introduction

Multi-Gig service is available wherever it is indicated as such by an appropriate serviceable status.

Resolution Steps

Expand All | **Collapse All**

What is 1200 Mbps?

1.2 Gigabits per second (Gbps) is 1200 megabits per second (Mbps) Internet connection. 1200 Mbps may be referred to as 1200 Mbps, 1.2G, 1.2 GIG or 1200 Mbps.

What is 1500 Mbps?

1.5 Gigabits per second (Gbps) is 1500 megabits per second (Mbps) Internet connection. 1500 Mbps may be referred to as 1500 Mbps, 1.5G, 1.5 GIG or 1500 Mbps.

What is 2 Gig Internet?

2 Gig Internet is 2000 megabits per second (Mbps) Internet connection. 2000 Mbps may be referred to as 2000 Mbps, 2 G, or 2 GIG. These newer high speeds are only being provided to FTTH customers with a new technology known as XGS-PON.

What is XGS-PON?

XGS-PON is a newer advanced technology for delivering faster speeds for FTTH customers.

What is the difference between GPON and XGS-PON?

Symmetrical speeds are delivered via fiber optic technology, which requires a different setup. Traditional modems are not used because the internet is delivered over fiber and an Optical Network Terminal (ONT) is required to deliver service.

What is an ONT?

The ONT is a device that translates the fiber light signal into an electrical signal that can communicate with your in-home Wi-Fi device. This ONT is typically mounted against a wall or in an out-of-the-way area, with an Ethernet cable connecting it to your in-home Wi-Fi router. With an ONT you do not need a separate modem to communicate with your internet service provider (ISP).

Where is 1500 Mbps offered?

Available to Residential and SMB Cable Modem customers in the following (most areas):

- Boston, New York, Pennsylvania, Illinois, DC Metro - 1500 Mbps download / 20Mbps upload
- Texas - 1500 Mbps download / 50Mbps upload
- Washington, Oregon, California – 1500 Mbps download / 50Mbps upload
- Not available in all areas. However, we will continue to work to make higher speeds available over time in areas where it's not currently available.

Not Launching 1.5G:

- Former WOW (IL/IN/AAB). Chicago N., Evansville and Anne Arunde
- West: non-GPON Symmetrical buildings (fka Wave G), Cascadelink, Digital West: Limoneira area, other bandwidth constrained areas (i.e. older plant 550Mhz and under)
- Oregon – Salem
- Washington - Bellingham, Whidbey Island, Chelan, Echo Lake, Lake Rosinger, Morton/Glenoma, and Port Townsend

- Legacy Chicago Ethernet MDUs (similar to Wave G type dwellings); Chicago areas limited by 750Mhz
- Certain GPON Buildings

    - 925 Hunter St - New York
    - 140 N. Wells - Chicago
    - 169 S. Plymouth - Chicago
    - 250 Michigan Ave. - Chicago
    - 720 Gordon – Chicago

Where is 2 G offered?

Available to **NEW** residential FTTH customers in the Central Coast Region (Company 16) or California (Site 48)

2G XGS-PON is available for some Business customers

Available to Business Solutions customers in the Central Coast Region (Company 16) or California (Site 48) and New York, check ICOMS Servicable Status to verify

Why does 1500 Mbps require a different modem or gateway?

This technology is the cutting edge of internet development. Multi-Gig Cablemodem 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. Astound Broadband is providing every 1200 and 1500 Mbps customer with equipment rental that is capable of passing speed above 1 gigabit speeds.

Can I bring my own modem/router with 1200 or 1500 Mbps?

Yes. To ensure your devices operate at full capacity, we suggest you use a DOCSIS 3.1 capable CableModem with a MultiGigabit Ethernet port capable of providing the MultiGig Cablemodem speed.

Can I bring my own modem with 2G XGS-PON?

Symmetrical speeds are delivered via fiber optic technology, which requires a different setup. Traditional modems are not used because the internet is delivered over fiber and an Optical Network Terminal (ONT) is required to deliver service.

Can customers bring their own router with 2G XGS-PON?

Customers can either rent eero WH WiFi from us OR they may use their own Wi-Fi router for symmetrical internet via the Ethernet port. It is important that customer who choose to bring their own router for this speed ensure that they are using a router that has at least a 2.5G WAN ethernet port to fully enjoy this speed.

Can a customer wanting to use Multi-Gig Internet use eero?

Yes. And we recommend using our latest eero Pro 6e with their supersonic speeds.

What are Multi Gig speeds good for?

From smartphones, to PCs and tablets, to TVs, lights, HVAC controls and video cams – the majority of us use multiple internet connections every single day. If you have several devices connected or users accessing the Internet at the same time, 1200 Mbps will provide more total bandwidth which will, in turn, result in a better overall experience for everyone in your house.

What does “speeds up to” mean?

The benefits offered by Multi-Gig Internet are real and very exciting, especially as technology advances – Multi-Gig Internet is the next generation internet for today’s home (faster downloads, quicker response times, streaming, etc.). While we provide Multi-Gig speed, many factors can impact your speeds that are beyond our control.

Is Multi-Gig internet worth it?

Multi-Gig internet is worth it if you use a large amount of bandwidth on a regular basis. It’s also worth it if you share your Wi-Fi with a bunch of family members or roommates. It all depends on your household’s activities and the number of activated devices which could take up more bandwidth and thus require much faster speeds. Today’s average household has 25 connected devices. 1200 Mbps will provide more total bandwidth for your home, which will, in turn, result in better overall performance and happiness for everyone in your house.

If my device isn’t capable of enjoying Multi-Gig Internet, why do I need it?

Multi-Gig internet is crazy fast and offers huge benefits for your home. If you have multiple devices connected to the

internet or individuals accessing the Internet at the same time, Multi-Gig Internet service will provide more total bandwidth to go around, which will result in a better overall experience for every device and user in your house. Multi-Gig speed enables you to run all your devices at the same time and have faster downloads, quicker response times, smooth streaming, crisp video viewing and more.

What can I do with Multi-Gig Internet?

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 simultaneously in seconds. Or you could watch some future super 8K video service that doesn't exist yet. And you can brag to your neighbors that yours is bigger, stronger, faster. Benefits of high-speed internet:

- Quick downloads
- Fast load times
- Lower chance of buffering or dropped connections
- Reliable connection on video conferencing and livestreams
- Better support for multiple users on the same Wi-Fi network

Why do I need that much speed for my Internet connection?

Today the average household has 25 devices tied to one Internet connection in the home. These devices can be smart TVs, laptops, smartphones, tablets, printers, home security systems, appliances or game consoles. Higher Internet speeds will offer you an online experience that fits your lifestyle and needs. For the same reason you'd want the latest gadgets – you want the best experience for you and your family. Not to mention you'll be the envy of the neighborhood.

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 TikTok craze…while someone else is watching Stranger Things 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 faster than ever.

With 1200 Mbps you can do all this without giving it a thought – it's fast, it's awesome. Your life doesn't come to a halt while waiting for that frustrating spiraling circle or hourglass to disappear or having to shut everything down and start it back up. You just get quality, fast, reliable streaming – for everyone, on all your devices.

What specifications do I need for Multi-Gig Internet?

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

1200 Mbps plan: OS Windows 10 Mac OSX 10.8 Processor Intel Dual Core i5 AMD Ryzen 5 RAM 8GB+ 8GB+ Hard Drive 64GB 64GB Ethernet Interface: (1.2G) 2.5GBASE-T 2.5GBASE-T Want to learn more about how to maximize your speed? Visit: astound.com/yourspeed

Why are we offering Multi Gig Internet?

We'll be introducing faster speeds to enable users to get the most out of their experience and maximize their home' s potential for productivity and entertainment. Providing supercharged speeds will also elevate our competitive positioning.

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=35