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Getting 1 GIG from RCN

What is 1 GIG?

One gigabit per second (Gbps) is an internet connection up to 1000 megabits per second (Mbps)*. One Gbps may be referred to as 1000 Mbps, 1G, 1 GIG or 1 Gbps.

*Experienced speeds may vary.

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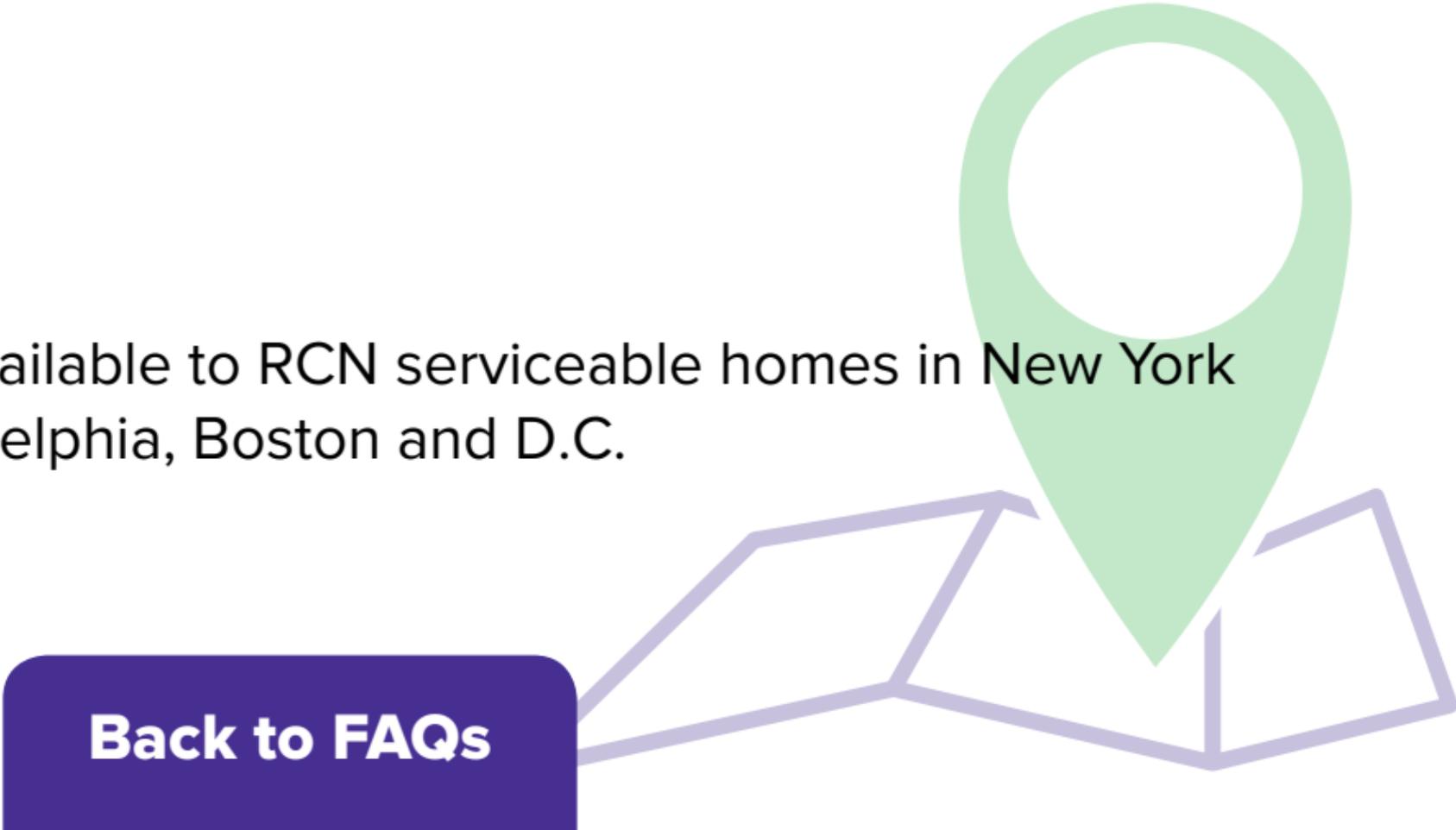


Getting 1 GIG from RCN

Where is 1 GIG offered?

1 GIG (up to 1,000 Mbps*) is now available to RCN serviceable homes in New York City, Chicago, Lehigh Valley, Philadelphia, Boston and D.C.

*Experienced speeds may vary.



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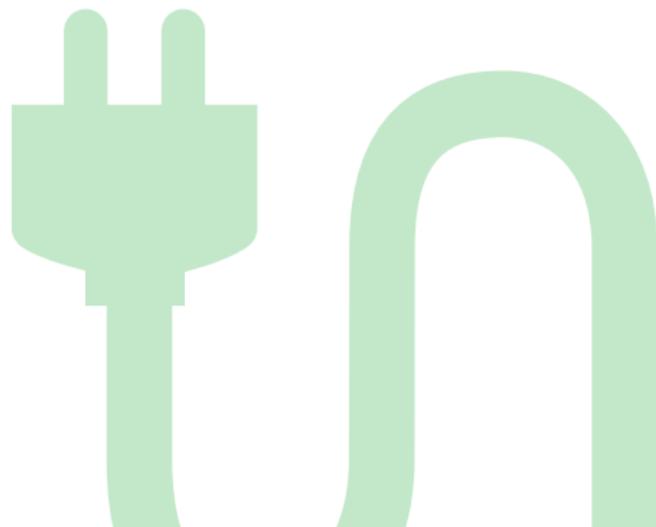
Getting 1 GIG from RCN

How do I get 1 GIG from RCN?

Simply call us at 1.800.RING.RCN or visit rcn.com. You'll need to get a new modem/router that is capable of delivering the 1 GIG (up to 1,000 Mbps*) speeds – but that's easy and we can help you!

*Experienced speeds may vary.

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Setting up your service

Why does 1 GIG require a different modem?

The technology that allows RCN to provide you with this new speed is the cutting edge of Internet development. 1 GIG (up to 1,000 Mbps*) 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 and RCN is providing every 1 GIG customer with a 1 GIG capable modem and/or router when you sign up for 1 GIG service.

*Experienced speeds may vary.

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Setting up your service

What is special about this modem?

These new **DOCSIS 3.1** modems allow for much higher speeds than previous modems. **DOCSIS 3.1** modems offer the best in speed and massive improvements in reliability. They are the equivalent of speeding up traffic by providing a multi-lane highway instead of a smaller road – you can fly with plenty of room to maneuver at incredible speeds without worry or slowing down.

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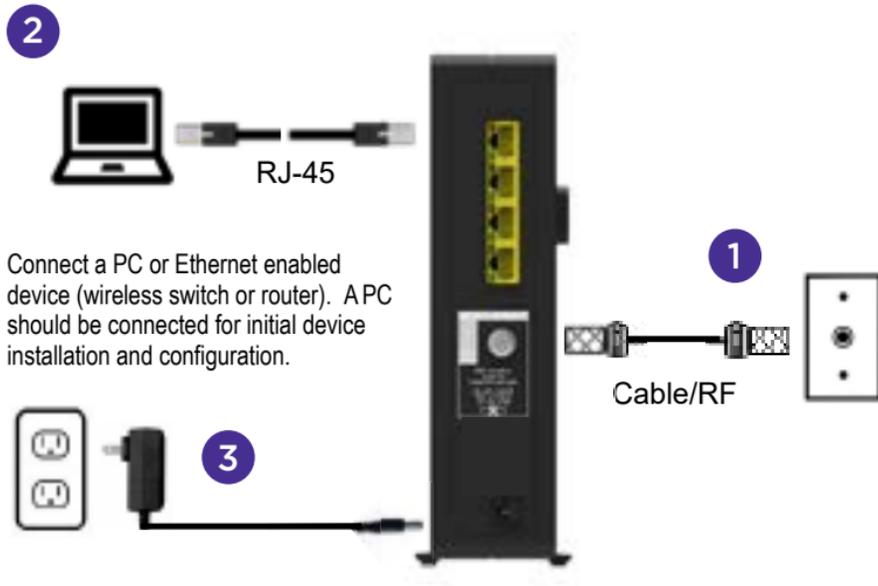


Setting up your service

How do I set up my new modem?

While this modem is the latest in technology and is the best on the market today, there is absolutely nothing to fear.

Setting them up is a piece of cake. In fact, setting up a **DOCSIS 3.1** modem is the same as setting up any other modem out there today. Either way, RCN has you covered. We'll professionally install it for you, easy as 1-2-3. If you need additional information, see manufacturer info.



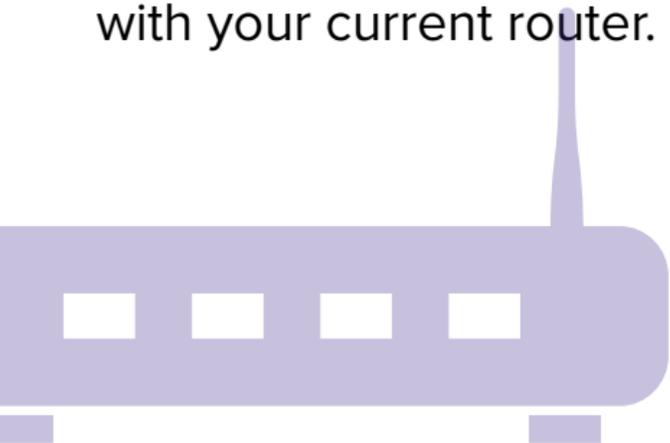
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Setting up your service

Do I need a new router?

You've shown that you only want the best. We recommend using our best in class router for 1 GIG (up to 1,000 Mbps*) which is capable of supporting these high speeds. However, if you're in love with your current router, it will work, but we cannot guarantee 1 GIG will work with your current router.

*Experienced speeds may vary.



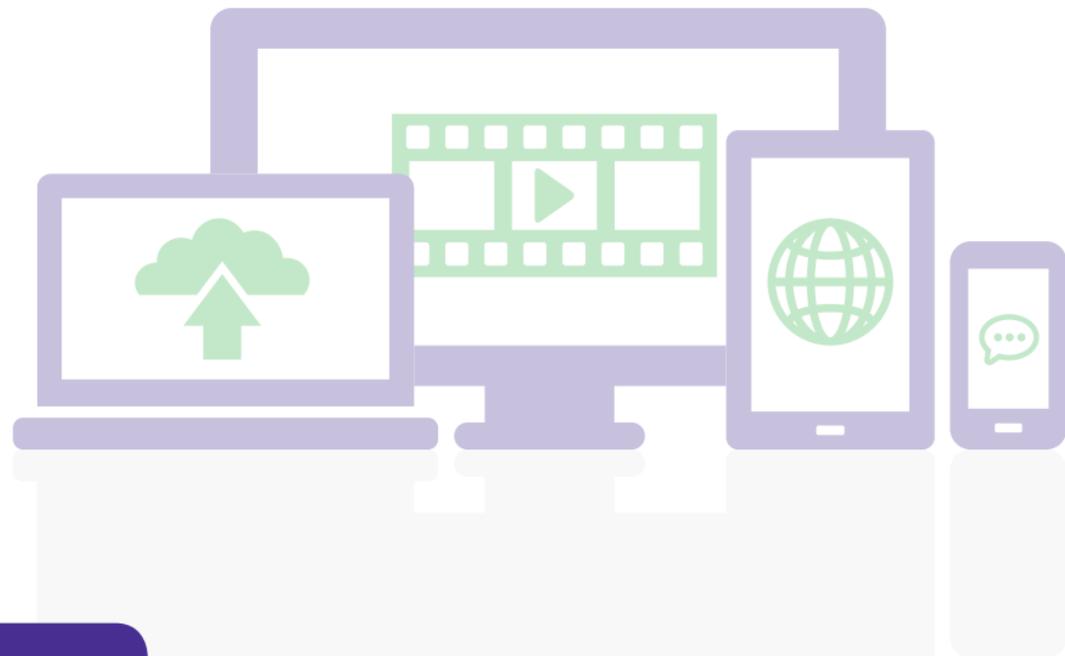
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Why 1 GIG?

Why 1 GIG?

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 multiple devices connected or users accessing the Internet at the same time, 1 Gigabit (up to 1,000 Mbps*) will provide more total bandwidth, which will, in turn, result in a better overall experience for everyone in your house.

*Experienced speeds may vary.



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Why 1 GIG?

What does “speeds up to 1 GIG” mean?

The benefits offered by Gigabit speeds are real and very exciting, especially as technology advances – 1 GIG (up to 1,000 Mbps*) is the next generation Internet for today’s home (faster downloads, quicker response times, smooth streaming, etc.). While we provide 1 gigabit speed, many factors can impact your speeds that are beyond our control. For example, the age and processor capability of your equipment, wireless interference, browsers and other factors all impact Internet speed.

*Experienced speeds may vary.

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Why 1 GIG?

If I can't get 1 GIG on my device, why do I need 1 GIG?

1 Gigabit Internet (up to 1,000 Mbps*) 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, 1 Gigabit 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. 1 Gigabit 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.

*Experienced speeds may vary.

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Why 1 GIG?

What can you do with 1 GIG?

With 1 GIG (up to 1,000 Mbps*) you could have everyone in your house streaming Netflix, YouTube, Hulu, Pandora, iHeart Radio and gaming all at the same time! Every person in your home can be doing something on every device – all at once simultaneously.

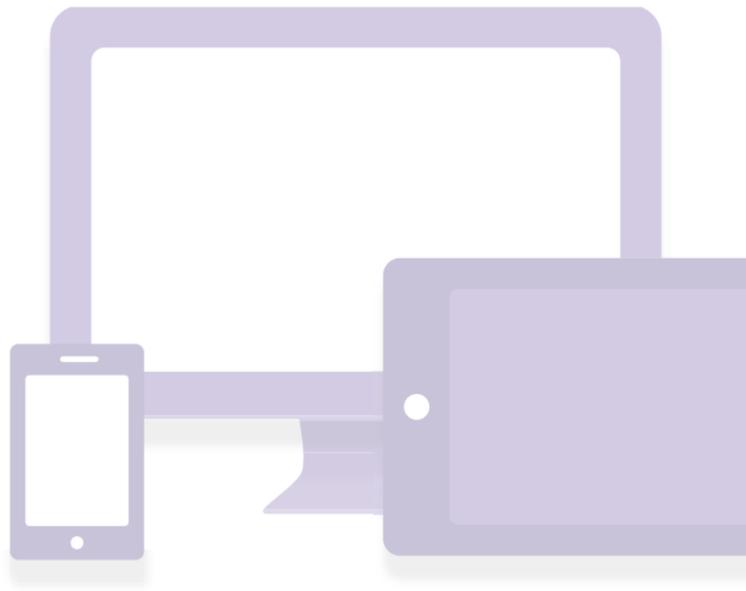
*Experienced speeds may vary.

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Why 1 GIG?

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

Today the average household has multiple 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. That's why you GottaGettaGig!



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Why 1 GIG?

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 YouTube craze...while someone else is watching House of Cards 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 without ever slowing down.

With 1 GIG (up to 1,000 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 streaming without buffering – for everyone, on all your devices.

*Experienced speeds may vary.



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Maximizing your speed

What factors could affect my speed?

The website you're on, the number of people online, the browser you use, your wireless equipment, the number of devices running at once and many other things could all contribute to slowing down your Internet experience. A wired connection will always give you the fastest speed you will experience in your home. But you should also note that not all devices and electronics are designed to handle Gigabit speeds. An average computer might show a speed test slower than 500 Mbps, even when we are actually feeding you a full GIG (up to 1,000 Mbps*). Even if you have the latest equipment, there are still factors beyond our control that could impact speed. However, ***1 Gigabit will provide more total bandwidth for your home, which will, in turn, result in better overall performance and happiness for everyone in your house.***

*Experienced speeds may vary.



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Maximizing your speed

Are there any tips for maximizing speed?

While RCN delivers the speed you've chosen, a number of factors can affect that speed. For example, a wired connection will always give you the fastest speed you will experience in your home. Wired speeds cannot be achieved using a wireless router. Also, the type of computer, tablet, phone or other device you have will affect speed. For more see [optimize-your-speed](#).

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