WHAT CAN I EXPECT FROM MY GIG?

Pulse is the fiber-optic highway that shuttles data between your devices and the digital universe. Pulses of light travelling through threads of glass bring movies and music and send emails and photos at extraordinary speed. Like any highway, many factors affect how fast one can travel.

If a gig is 1,000 Mbps, why don't I get that on a speed test?

It is likely you will see anywhere between 350 Mbps (WiFi) to 920 Mbps (hard-wired) on a Pulse network speed test. Here are some of the reasons why:

OVERHEAD

A portion of the Mbps are used to transfer information – this is called "overhead." Approximately 80 Mbps of overhead are used to make the network, well, work.

HARD-WIRED VS. WiFi

WiFi requires data to be converted to radio waves that get transferred through the air, using additional Mbps. 850 to 920 Mbps is normal with a hard-wired connection. 350 to 500 Mbps is normal with a WiFi connection.

YOUR HOME'S LANDSCAPE

The signal between your device and the ONT is affected by your home's structure and building materials, the distance travelled, and interference such as microwaves and electrical wiring.

YOUR VEHICLE

Even on the same highway, the fastest Model T Ford will never get the same speed as a Formula 1 race car. Similarly, on the same data highway, a 15-year-old computer running Windows 95 will not get the same speed as a brand-new computer with the latest operating system and WiFi standard.

Even if your car's top speed is 200 miles per hour, you cannot realistically drive it that fast at all times. Likewise, Pulse's My Gig Internet package offers speeds up to 1,000 Mbps, but realistically you can expect anywhere from 350 to 920 Mbps.

Check your speed at
www.SpeedTest.net
Make sure to choose Pulse as your server

Tips for optimal performance of your ONT and WiFi network

DO NOT MOVE OR UNPLUG YOUR NEW ONT (OPTICAL NETWORK TERMINAL)

The #1 reason new customers contact us after our technician leaves is because they unplug, move, vacuum-and-knock-over, or otherwise relocate their brand-new device. This can lead to dust on the fiber, mis-seated cables, and other problems. Our technicians work with you to understand the best location in your home for coverage, so please try to keep the ONT where it was installed.

DO NOT RUN PULSE WIFI AT THE SAME TIME AS ANOTHER WIFI

The #2 reason new customers contact us shortly after installation occurs when they try to compare their new internet connection with their old internet connection by running them simultaneously. WiFi devices are like Betta fish – they don't play very well with others. If you want to compare, please only run and test one service at a time.

We understand the impulse to play with a new tech toy, but please:

- Do not look into your ONT's port or into the fiber to try and see the light; it is both invisible and potentially damaging to the eyes.
- Protect your children's and pet's eyes, too! If you have to leave the fiber cable unplugged, make sure the fiber is facing the floor so they don't inadvertently look into the fiber.
- Do not blow or breathe into your ONT, onto the fiber, or into the fiber port. Microscopic dust and moisture particles will harm your infrastructure.
- Do not bend, twist, knot, braid or coil your fiber-optic cable – the threads of glass inside the cable can break, rendering them useless.

If you have any questions or issues with your service, please reach out to your local Tech Support team – we're here for you 24/7 at **970-744-4226**.

pulse FIBER INTERNET

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