

FAQs



BUSINESS HIGH SPEED INTERNET

What are the speeds of the HSI services provided by WOW!?

WOW! has varied speeds available as asymmetrical speeds:

- 1Gbps download / 50 Mbps upload
- 600 Mbps download / 50 Mbps upload
- 300 Mbps download / 20 Mbps upload
- 120Mbps download / 15 Mbps upload
- 60 Mbps download / 10 Mbps upload
- 30 Mbps download / 5 Mbps upload

Note: Internet speeds can vary per market and current promotional offers. Check Salesforce Lightning for the most up to date information.

Why is the upload speed slower than the download?

There is a much greater demand for download bandwidth. Users submit relatively small requests for web pages and get much larger web pages with embedded images, etc. Cable networks were designed to deliver large amounts of data to customers.

Can the customer provide a modem and not rent one from WOW!?

Yes. The customer can provide a modem for the WOW! HSI service as long as it is a WOW! tested and approved DOCSIS Modem. [Click](#) for more information

Is the monthly cost for a WOW! provided modem included in the monthly rates?

No, there is a separate monthly charge for either a WiFi-Enabled or Non-WiFi Enabled modem when provided by WOW! Business.

What is DOCSIS?

DOCSIS officially stands for Data Over Cable Service Interface Specification. Put simply, this means a uniform set of industry standards for cable Internet service, hardware, and networking.

Can WOW! provide WiFi?

Yes, WOW! can provide WiFi enabled modems for speeds up to 1Gbps. The WiFi service is a customer managed offering and will not be supported by WOW!. Don't forget the

Whole-Business WiFi product!

What do I select in Salesforce for customer provided modem?

Customer Owned Modem – Select this product when the customer is providing the modem.

What modem do I select in Salesforce to provide HSI service without WiFi?

There are two Product options in Salesforce.

- **HSI Modem Rental** – Select this product when selling Performance High Speed Internet (Rental ONLY)
- **EMTA Rental** (1-12 Lines) - Select this product when selling Performance High Speed Internet with 12 or less Business Lines

What modem do I select in Salesforce to provide WiFi?

There are two Product options in Salesforce.

- **HSI Modem Rental with Wi-Fi** – Select this product when selling Performance HSI with Wi-Fi ONLY
- **EMTA Rental** (1-12 Lines) with Wi-Fi - Select this product when selling Performance HSI with Wi-Fi and 12 or fewer Business Lines.

What is an EMTA?

EMTA stands for "embedded multimedia terminal adapter." An EMTA modem combines the functionality of a DOCSIS cable modem and analog phone adapter(s) in one device.

What is the range of the WOW! WiFi enabled Internet modem?

In optimum conditions, users can connect from as far away as 150 feet. Your actual range will vary depending on the placement of the WiFi enabled Internet modem, the construction of your building, the WiFi device you're using and any interference you may have in your environment.

For customers that wish to have a more robust, secure, and reliable WiFi connection, you will want to position WOW! Whole-Business WiFi. See the WOW Business Knowledge Base or Seismic for additional details on WBWF.

Can WOW! provide static IP's?

Yes, WOW! will provide static IP's. A Static IP makes it easier to find a service on the Internet should you want to host an email, FTP or web server, or any other application requiring a static Internet address. WOW! sells static IPs in blocks of 1, 5, and 13.

Can WOW! provide static IP's with WOW! WiFi?

Yes. However, only one static IP with WiFi enabled on the WOW! modem is possible. If the customer requires more than one static IP then the customer will need to provide the WiFi service on a customer managed WiFi router.

Does the customer need to have WOW! phone services to get the Internet?

No, Internet service is delivered through our cable services instead of a phone line. It is an always-on connection.

Can the customer connect to VPN using WOW! HSI service?

Yes, WOW! allows the use of VPN on all of the HSI plans.

Is Internet speed guaranteed?

No. However, WOW! Business prides itself on delivering quality service and closely monitors our network to ensure maximum performance. A current copy of the Internet SLA can be found on the WOW! Business Knowledge in the Products & Pricing/SLA's folder.

Is the connection shared?

All connections to the Internet are shared at some point. Since all connections are shared, providing a high speed Internet experience depends on your ISP's network capacity, scalability, and overall architecture. WOW!'s local network is interconnected via a high-speed backbone, while our national backbone is composed of fully redundant 10Gig and 100Gig connections with multiple peering points. Both networks are designed to be highly scalable, providing increased network capabilities as demand increases.

How can the Internet service speed be tested?

WOW! offers its customers the ability to test the speeds that they are receiving on WOW!'s network from the customer's computer to a test site at <http://WOW!way.speedtestcustom.com/>.

Why doesn't Speed Testing 1Gig reflect 1Gig Speeds?

There are a lot of factors when subscribing to and testing 1Gig speed packages. The first one is the connection should be a directly wired one between a PC and the cable modem. Other factors such as the PC's Ethernet interface, processing power, the number of applications running and browser version play into the equation as well. WOW! provides up to 1Gig capacity at the wired connections on the back of specific modems. Switches, routers and other devices can affect the results. Speed test servers test the "payload" of the speed package but not the IP overhead. At WOW!, speed tests on the 1Gig speed package above 800Meg are considered normal. Speed testing of wireless devices can result in poor speed test results as WOW! has no control over these devices, how they are configured, neighboring overlapping wireless devices and signal strength where the tests are performed.

How does a business keep their email address when they switch to WOW!?

If the business owns their own domain they can keep email addresses when they change to WOW!. If they don't own it, things get dicey. WOW! does not provide email services. WOW! strongly recommends changing it exactly once; change it to an email address on a domain that they own that can then be theirs for as long as they choose to own the domain. Free email services are viable alternatives to minimize the risk of ever needing to change again.

Do we have any competitive information I can use to better position WOW! HSI Service?

Yes, by visiting the WOW! Knowledge Base or Seismic, you'll have access to documents that highlight the potential competitive details of Comcast and Spectrum's, speeds and pricing. This information is updated at least quarterly. If you would like to submit competitive information, please do so by emailing it to bizcompetition@WOW!inc.com.

What are some of the competitive advantages of using WOW! over Comcast and Spectrum?

There are a number of distinct advantages that WOW! offers where Comcast and Spectrum fall short. Below are just 2 (two): 1- WOW! will allow a maximum node capacity of 75%. This means that WOW! HSI customers can expect to see less slowdowns and more of the bandwidth speeds they purchase than both Comcast & Spectrum 2- WOW! offers new clients a 60 day Satisfaction Guarantee. If the customer is not satisfied with HSI within the first 60 days, they can terminate the agreement without incurring an early termination fee (ETF) except in cases where we're recovering build costs. 3- Relocation Waiver – If the customer moves to a location that isn't eligible for HSI services by WOW!, no early termination fees will be charged except in cases where we are recovering build costs.