

Welcome to CenturyLink® Fiber Internet!

Here's how you can get the most out of your Fiber Gigabit experience...

Gigabit Internet delivers 1Gbps* speed from our network to your home. However, all Internet service providers must reserve a small portion of the bandwidth to support the service. Due to overhead capacity reserved to deliver the data, maximum download/upload speeds are up to 940 megabits per second via a wired connection to your gateway.

Furthermore, your speed experiences will vary throughout your home, particularly when accessing the Internet wirelessly from various devices (laptops, tablets, smart devices, gaming consoles, etc.).

Many factors inside your home can affect your CenturyLink Internet service and influence the actual speed you experience at any given time. These include:

- ✓ **Devices** – each device (laptop, tablet, gaming console, and smart devices such as TVs, phones, Google Home®, Amazon Echo®, etc.) you use has a maximum internet speed it can reach. And, that speed may not be as fast as your possible internet speed. For example, if your laptop only supports 100Mbps, it will not be able to reach the maximum Fiber Gigabit internet speed.

Processor type, operating system, and browser version are also some of the many attributes impacting the overall rate or speed at which data is delivered.

- ✓ **Number of devices connected to Wi-Fi** – when multiple devices are connected to your network, wired or wirelessly, they will share the internet connection. Each will use a portion of your allotted speed, which affects the speed each device experiences.

- ✓ **Distance between the device and your Wi-Fi gateway** – the farther away the connected device is from the Wi-Fi gateway, and the more obstructions (walls, floors, etc.) between them, the slower the speed. You will experience the best Wi-Fi signal closest to your gateway, with fewer devices running.

- ✓ **Other Wi-Fi networks** – multiple Wi-Fi networks working in close proximity can cause signal interference and performance issues.

- ✓ **Other websites and networks you visit** – even though you purchased a specific internet speed through CenturyLink, other websites you visit or interact with may not provide their services at the same speed. As you surf the Internet, please consider the following:

- Website server capacity can impact your Internet speeds
- Website owners may use other Internet Service Providers (ISPs) to deliver content to you, which can also impact your Internet speeds
- Visiting websites during peak hours may also result in lower Internet speeds

* Note: 1Gbps = 1,000 Mbps

See Commonly Asked Questions on the other side

Commonly Asked Questions and Answers

What are the hardware recommendations for my connected devices?

Personal Computer/Windows based device minimum recommendations

- Operating System: Windows 10 (64 bit)
- Processor: Intel® Core™ i5-3320M CPU @ 2.60GHz (4 CPUs)
- Memory: 16 GB of RAM or greater
- Network interface card: 1Gbps enabled Ethernet port
- Browsers:
 - Firefox 55 and above
 - Google Chrome 70.0.3538.77 and above
 - Internet Explorer 11

macOS minimum recommendations

- Quad-Core Intel Core i7 (or faster) processor
- Memory: 16 GB of RAM
- Operating System: OS X 10.13.6 and above
- Browser: Safari 11.1.2 and above
- Network interface card: 1Gbps enabled Ethernet port

How do I maximize the in-home Fiber Gigabit service?

- CenturyLink highly recommends the use of the CenturyLink provided gateway for the in-home Fiber Gigabit service to ensure maximum speeds/data throughput.
- In circumstances where customers desire to place an additional gateway behind the CenturyLink gateway, the bridge mode needs to be enabled on the CenturyLink gateway.
- More information can be found at centurylink.com/fibergigabitsupport

Can I use Wi-Fi extenders or mesh devices?

Yes. Standards based Wi-Fi extenders or mesh devices (i.e. – those labeled as being in compliance with IEEE 802.11ac industry standards) are compatible with the CenturyLink gateway and can be used to extend wireless coverage within the residence.

How do I optimize the wireless performance?

CenturyLink recommends the following to optimize the wireless performance:

- To optimize the in-home Wi-Fi network throughput using Wi-Fi extenders or mesh devices, confirm the Wi-Fi radio type is consistent with the CenturyLink gateway. Once completed, consult the respective Wi-Fi extender or mesh user manual(s) to validate the overall rate or speed at which data is delivered and ensure proper configuration and adherence to the equipment placement recommendations within the residence.
- Place the Wi-Fi enabled CenturyLink gateway in a centralized location within the residence to maximize the coverage and away from any devices that generate signal frequencies (such as microwave ovens, etc.)
- Ensure the gateway has an unobstructed path to where most of the wireless devices will be operating
- Minimize the number of wireless devices connecting to the gateway, and turn off any devices that are not in use
- Use the 802.11ac radios with the 5GHz channel enabled

