



FORT COLLINS
CONNEXION

NEED ASSISTANCE?
WE'RE HERE TO HELP!

TECHNICAL SUPPORT

-  970-207-7873
-  support@fcconnexion.com
-  24 hours/day, 7 days/week

CUSTOMER SERVICE

-  970-212-2900
-  customercare@fcconnexion.com
-  **Mon., Tues., Thurs., Fri.,**
8:00A.M. - 5:00P.M.
- Wed.,** 9:00A.M. - 5:00P.M.
- Sat., Sun.,** CLOSED



fcconnexion.com



FORT COLLINS
CONNEXION

**WELCOME TO THE
FASTEST INTERNET IN
FORT COLLINS**

*Connecting our community
at the speed of life!*



WELCOME TO FORT COLLINS CONNEXION!

We are delighted to have you as a customer and look forward to serving you for all your internet, phone and video needs!

WHAT IS FORT COLLINS CONNEXION?

Fort Collins Connexion is your community-driven and community-owned fiber network. With Connexion in Fort Collins, every resident, business and organization in Fort Collins can enjoy the fastest internet available — gigabit speeds — along with phone and video services, all operated and supported right here in Fort Collins.

WHAT DOES CONNEXION MEAN FOR YOU?

- The fastest internet ever — up to 10Gbps!
- Better bandwidth — use multiple devices simultaneously without buffering or slower speeds.
- No data caps — ever!
- No long-term contracts or “sounds too good to be true” gimmicks.
- Robust channel line-up — watch your favorite shows, movies and more!
- Local technical support — 24/7

DID YOU KNOW?

Fort Collins Connexion is the only 100% fiber-optic broadband network in Fort Collins and the only service provider to offer symmetrical speeds.

HOW FAST IS A GIGABIT? ULTRA FAST!

A gigabit is 1,000 megabits. Let’s say your previous internet speed was 10 Mbps (megabits per second). Your new Fort Collins Connexion internet service offers up to 100x more speed with our 1 Gig product!

WHAT CAN YOU DO WITH A GIG?



Download **100 albums** within **44 seconds**



Download a video game in **less than a minute**



Upload **1,000 photos** to the cloud in **16 seconds**



Download a movie in **8 seconds**

GET THE MOST FROM YOUR CONNEXION INTERNET SERVICE

Having the right equipment will ensure you enjoy the best performance possible with your new Connexion internet service. Our Technical Support Representatives are available to answer all of your connectivity questions.

ETHERNET CABLE

Most cables have identifying information on them, and a low rating means a slower experience. At minimum, a Cat 5e cable will be needed to go above 100 megabits per second and a Cat 6 cable is highly recommended for the full gig experience. Cat 5 cable and below is not recommended.

COMPUTER

Traditionally, desktop computers manage better internet speeds than laptops and mobile devices, but this isn’t universally true. Some newer laptops, when connected to the fastest router and Ethernet cable, will manage a gig where an older desktop couldn’t. Your machine’s age and configuration matter.

THIRD PARTY ROUTERS

If you are using your own router, be aware that older routers may only be able to provide a small percentage of the speed your fiber connection is capable of. Check with a Technical Support Rep to make sure your router can support gigabit internet speeds.

- Wi-Fi overheads may affect your overall internet speeds. A computer that is directly wired to a router will reach faster speeds than one with a wireless connection.
- Actual throughput may vary. For technical assistance regarding the speed of your connection, please call us at 970-207-7873.

Connexion offers multi-gig speeds, including plans up to 10 Gbps - that’s 10,000 megabits or 1,000 times faster!