



MORE SPEED SAME PRICE

FREQUENTLY ASKED QUESTIONS

What do I have to do to get my 50% speed increase?

You do absolutely nothing. The speeds will automatically be upgraded during the evening of January 31st 2019. Customers of The Cable will experience the new speeds from February 1st 2019.

Will there be any service downtime while the service is being upgraded?

Customers are likely to experience downtime of three (3) minutes, as the modem switches to accommodate the new speed.

Do I need to change my modem to get the faster speed?

You do not need to change your modem. Your existing modem should be able to accommodate the new speed.

When will the speeds be increased?

The speeds will be increased by midnight on the evening of January 31st, 2019.

Who do I contact if I have any service issues after the upgrade?

Should you experience any service issues after the upgrade, please call 465 2588, call or message 662 7742, 775 7742 or email info@thecable.biz.

Do I have to sign a contract to get the increased speed?

You do not need to sign a contract in order to enjoy your new speed. The speeds will be automatically upgraded.

What if I don't want my speed upgraded?

The following speeds will be automatically upgraded:

20MB TO 30 MB

40MB to 60MB

80MB to 120MB

120MB to 160MB

All speeds are provided "up to" the limits indicated above and are designed to enhance all your internet-based experiences.

The 6MB package will not be upgraded.

How much more do I have to pay for my new speed?

Your speed will be upgraded but your price remains the same.

Is there a limit to this promotion?

This is a promotion designed to highlight our new Broadband speeds. The media activities related to the changes will be limited in time, however the old speeds will be permanently replaced at midnight on January 31st by the new speeds.

What if I have service with another provider? What incentive is there for me to switch?

Incentives are in place for customers who wish to switch. Customers doing so must present your most recent Internet bill and a government issued ID.

Will everybody get the new speeds regardless of where you live?

Your location has no bearing on your accessibility to the new speeds. The new speeds apply to all customers on the plans highlighted below, irrespective of your location.

What if I am on the 6MB package, will I be upgraded too?

The 6MB package remains the same. It will not be upgraded.

What are the new speeds?

BOLT	STRIKE	STORM	X-TREME
BEFORE	BEFORE	BEFORE	BEFORE
Up to: 20MB Download Up to: 2MB Upload	Up to: 40MB Download Up to: 15MB Upload	Up to: 80MB Download Up to: 20MB Upload	Up to: 120MB Download Up to: 25MB Upload
NEW SPEED	NEW SPEED	NEW SPEED	NEW SPEED
Up to: 30MB Download Up to: 3MB Upload	Up to: 60MB Download Up to 20MB Upload	Up to 120MB Download Up to 25MB Upload	Up to 160 MB Download Up to 30 MB Upload
\$162.63 VAT Inclusive	\$279.63 VAT Inclusive	\$384.93 VAT Inclusive	\$585.00 VAT Inclusive

Our FLASH package remains as follows:

Up to 6MB Download,
Up to 1 MB upload
\$113.49 VAT Inclusive

How do I get more information about these changes?

Please call 465 2588, 662 7742, 765 7742 or email info@thecable.biz for more information.

