



1-800-365-6988



support@zitomedia.com

Please see new information concerning gigabit speeds highlighted in red below

What's Happening?

In the early morning of March 4, Zito Media will be changing the equipment in our Treasure Lake hub which communicates with your cable modem. This change will introduce the latest in cable modem technology to the Treasure Lake and Sandy Township areas.

- This change will begin at 12 AM and is expected to be complete by 5 AM.
- While there are many advancements contained within the latest technology, the most observable benefit for customers will be the availability of cable modem speeds of up to one gigabit/second in the downstream direction.
- This change will also position your cable system to offer significantly higher upstream speeds in the future.

Why is it Important?

The new system is backward compatible with earlier generations of cable modems so your existing modem should continue to function without any problems.

- If your modem is not working after 5 AM on March 4, a simple reboot of the modem should restore its function.
- If that does not work, please call us at 800-365-6988, support@zitomedia.com or text us between 9 AM and 9 PM at 814-200-0728.

Ask About Faster Internet Speeds!

If you are interested in the new one gigabit/second service, you will need the latest generation (DOCSIS 3.1) cable modem which we can provide at the current rental cost.

- The price of the higher speed service is about \$5 per month higher than our current highest-speed service which has a download speed of up to 300 megabits/second.
- Please contact us at 800-365-6988, support@zitomedia.com or text us between 9 AM and 9 PM at 814-200-0728 if you are interested in learning more about this service.
- **Full gigabit speeds will not be available until video frequencies are rearranged in order to create more room for internet bandwidth. We expect this to occur within the next 90 days. In the meantime, for those interested in the gigabit product, Zito will provide an upgraded modem with anticipated speeds of 500 megabits/second for no additional cost until the full gigabit speeds are available.**

