

Internet Connections broadband support

Quick guide: speed tests



If you're not getting the expected speeds from your broadband, one of the troubleshooting steps that we will ask for your help with is a set of controlled speed tests. Here's our guide to getting the most useful results to share with our support team.

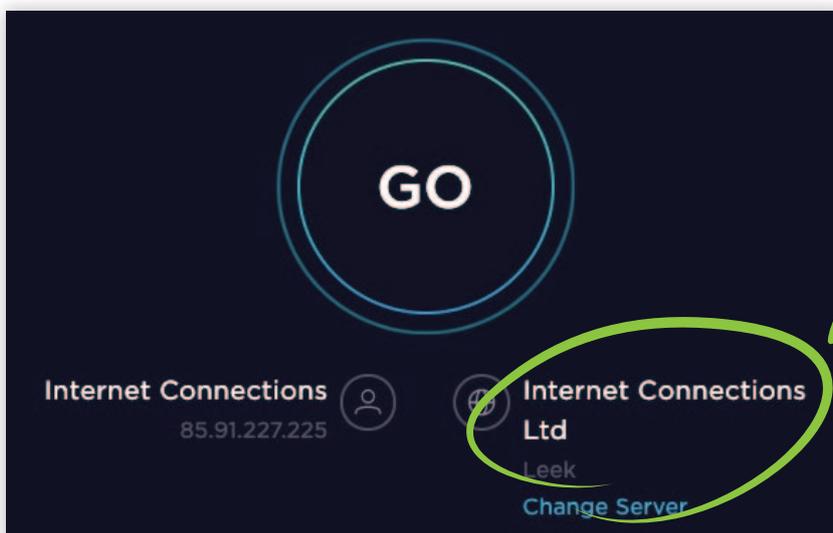
Andy Harding — Director, Internet Connections Ltd



Please use Speedtest® from Ookla

Visit www.speedtest.net on your device, or download their iOS/Android app (search for "Ookla" in your device's app store).

- 1** Before you begin any tests, it is very important that **only the device you're using for the test is connected to your router** — this is the first step in ensuring an accurate test. Turn off or disconnect any other devices that might be using your WiFi connection, and remove any that are cabled to your router. Don't forget about any devices that might be downloading/uploading in the background such as CCTV, online backups, Sky boxes or games consoles.
- 2** Next, if you have any WiFi boosters, **please turn those off at the wall** so that they can be discounted from the tests. This is a vital step, because **only test results that are produced by your router** will be helpful at this stage.
- 3** When you have completed steps 1 and 2, you're ready to carry out your first wireless test. Please ensure that you are in the same room as the router, and then open the **Ookla Speedtest® app**, or visit **www.speedtest.net**. Please check that the test server being used is ours (Internet Connections Ltd). If not, please tap/click "Change Server" and pick ours from the list (see image below).



Test server

Please ensure that the test server being used is Internet Connections Ltd

- The first test is complete and logged when the result of both the download and upload speeds is displayed. Please carry out a further two tests in the controlled conditions, **with at least a gap of an hour between each test**. This will allow us to build up a more detailed picture of your particular situation.
- When you have your three controlled results, the next step is to share them with us...

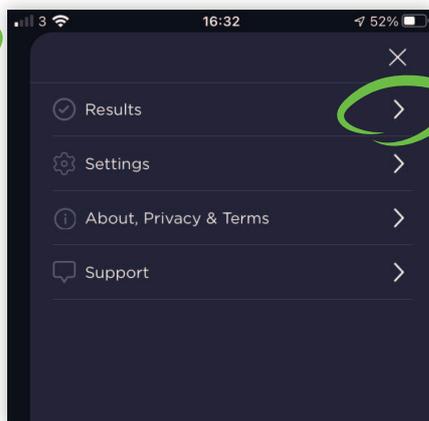
Used the Ookla Speedtest® app?

Follow the steps below to send us a spreadsheet of your results via email to noc@inetc.co.uk

1. Tap the Menu button



2. Tap the Results button

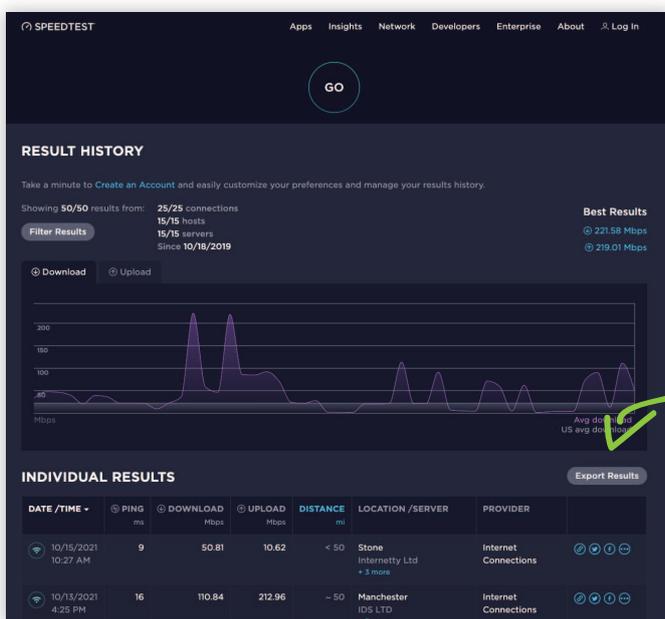


3. Tap the Share button



Used the Ookla Speedtest® website?

Follow the steps below to send us a spreadsheet of your results via email to noc@inetc.co.uk



1. Visit www.speedtest.net/results

Please ensure that you're using the same device and browser that you used for the three speed tests

2. Click on the "Export Results" button.

This will download a spreadsheet to your device, ready for you to send to us.



Any problems?

All you need to do is call us on **0800 2888 680** or send an email to noc@inetc.co.uk and we'll help you out. No call centres, no call queues: simple and straight-forward Staffordshire service!