

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 may ask you to help with is a speed test. Here's our step-by-step guide to getting the most useful results to share with our support team.

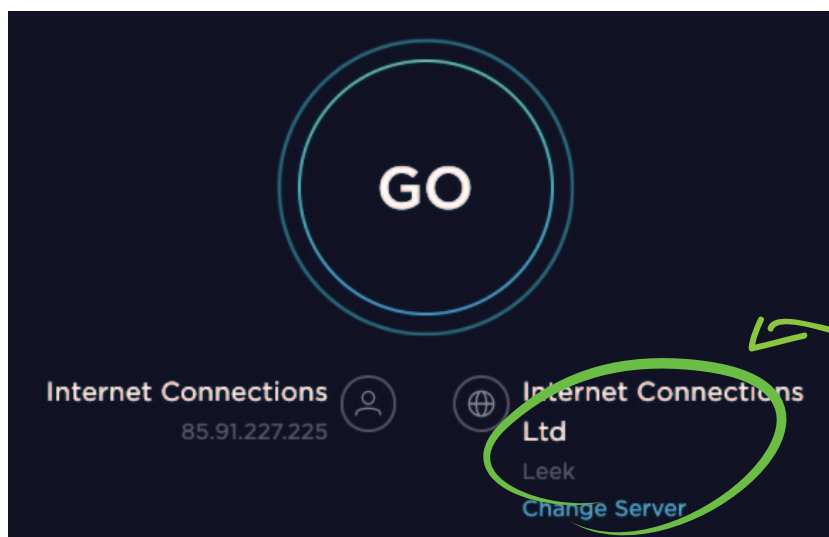
Andy Harding - Director, Internet Connections Ltd



Speedtest® from Ookla

You can get readings from Ookla via their iOS/Android app, or from the speed test page on our website: www.super-fast.co.uk/broadband/speedtest.php.

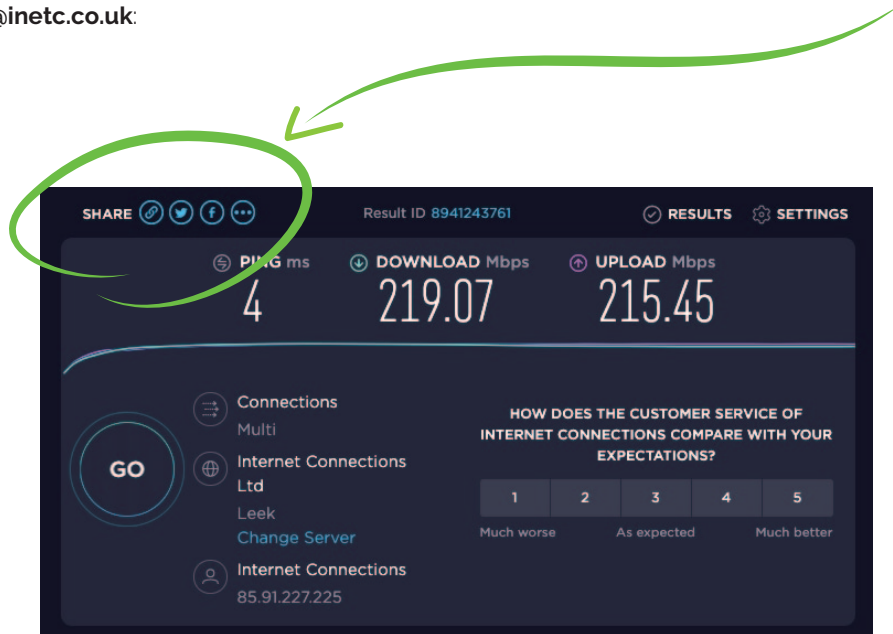
- 1** First of all, **please ensure that no other devices are using your connection when you do a speed test** (e.g. no streaming or downloading happening at the time, as this will distort the result). Don't forget about any devices that might be downloading/uploading in the background, such as CCTV or online backup systems.
- 2** Next, if you have any WiFi boosters, **please turn those off at the wall** so that they can be discounted from the
- 3** When you're ready to carry out a speed test with Ookla, it's possible to choose your "test server" (see below). Usually, the website/app will automatically pick ours (Internet Connections Ltd) as it's typically the closest, but sometimes it will choose an ISP in Manchester, for example.



Test server

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

- 4 To begin with, try a wireless speed test in the same room as your router. This will allow us to test the wireless functionality of the router. It's often a good idea to try a couple of devices as well — laptop then a phone, to see if there's any notable difference between the two.
- 5 It's also very useful to have a speed test on a device that's connected to the router with an ethernet cable — this will allow us to observe any differences with the wireless results.
- 6 Finally, sharing the results with us: one of the simplest ways to do this is by copying the "Share" link into an email to us at noc@inetc.co.uk:



- 7 If we've asked you to carry out speed tests to help us diagnose a possible fault, you'll need to do these tests a **minimum of three times**: the same process, with a **gap of an hour between each test**. This way, we can build up a comprehensive picture of your particular situation.



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!