Oaseirys Çhellinsh
Communications Commission

Tips for Improving Broadband Speed

There are many factors which can affect the broadband speed that you are receiving, but there are things that you can do to help improve your speed. To name a few factors: the number of people using the internet in your household, the amount of internet traffic on a particular website, traffic management policies employed by the internet service provider (ISP) and interference with a wireless router.

Things You Can Do

1. **Speed test**
   Carry out speed tests at various times of the day to identify the actual speeds you are getting. It is important to vary the time that you run the test, as this can help you identify at which times your speed is best. It may help you to keep a record of the speeds you are recording through the speed checker. A link to a speed test should be available through the ISPs website.

2. **Contact your ISP**
   Your ISP will be able to tell you whether there are any network issues which could be causing (perhaps temporary) reduced speed. Alternatively, they should be able to try and identify what the cause is and provide you with some advice as to things you could do to try and improve the speed. Please be aware that if you request an engineer call out, there may be a charge if the issue is found to be within your control and not with the network, for example if your router is not set up correctly.

3. **Ensure your web browser is up to date**
   Web browsers such as Internet Explorer, Firefox or Google Chrome release updates periodically. Installing the most recent version of the web browser you use has two benefits. It should provide you with increased security whilst using the internet and also work faster. Visit the Get Safe Online website for help doing this.

4. **Check for router interference**
   Other electrical devices can cause interference with your wireless router and this can impact on your broadband speed. Some electrical devices which can cause interference include: halogen lamps, electrical dimmer switches, speakers, fairy lights, TVs and monitors. Try not to keep your router on the floor where possible and keep it away from items such as those listed above to try and avoid interference.

5. Router upgrade

Just as with web browsers, routers are also being upgraded and improved. Your ISP should be able to advise whether upgrading to a newer version could help improve your speed and/or things such as line disconnections.

6. Password Protection

The number of devices connected to your internet impacts on the speed you receive on each device. If you do not password protect your wireless internet, anyone close by can access your broadband. This could be a security risk, but equally it could slow down your own broadband speed. Include a password to protect your broadband. Including a mix of capital letters, symbols and numbers will make your password more secure.

7. Try wiring your router to your device

If you are using a wireless connection, using an Ethernet cable to directly wire your device to the router can help improve your speed, rather than using wireless.

8. Phone line interference

Your phone line could be interfering with your internet. Check that you have the most up to date main phone socket and micro filters into every phone socket in your home. They look like little white boxes and split the phone and broadband signals so that they don't interfere.

9. Use the main phone socket

Using telephone extension leads can cause interference. If you can, plug your router into the main telephone socket. If this is not possible, make sure you use a new, high quality cable with the shortest line length possible. Also check that the cables are not tangled or coiled.

10. Broadband accelerators or filters

Broadband accelerators or filters can help to filter out interference or stabilise your line, making it more reliable. These devices should be available from your ISP.

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