Testing Broadband Speed

Your broadband speed is determined by a number of 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.

You can find the typical speed range expected at your property by entering your home telephone number onto the telecom provider's website. If you think you are experiencing poor speeds, the first thing you should do is check what speed you are expected to receive at your property.

The Manx Telecom line checker is available here and the Sure line checker can be accessed here.

For typical speed ranges with Bluewave and Wi-Manx, please contact them directly.

If you are unsure which broadband product you are signed up to, check your bill or ask your provider.

Speed Tests

Once you know the speed you expect at your property on your given package, you can check the speed you are actually receiving and then compare the two. You should carry out several tests at different times of the day. You may find that your speed is better at off peak times, as fewer people are using the internet. Make sure you maintain a record of these as your provider may want to see them. There are several speed test checkers you can use, but some include:

http://speedtest.manx.net/

http://beta.speedtest.net/

Improving Broadband Speed

If you find that your broadband speed is lower than you should expect based on the typical speed range, you should check whether there are factors within your control that may be slowing down the performance. Please take a read of Consumer Information Leaflet Number 4 – Tips for Improving Broadband Speed.

When to Contact your Provider

You should contact your provider once you have:

(1) Checked on the typical speed range expected at your property for the product you have signed up to;

(2) Carried out multiple speed tests at different times of the day and these are showing that the broadband speed you are experiencing is slower than you should be receiving;

(3) Read the [Consumer Information Leaflet Number 4 – Tips for Improving Broadband Speed](#) and followed the guidance and it has not improved the speed.

If you are unsure it is always worth logging the issue with your provider as they may be able to tell you if there is a known fault that is causing the issue. They can also send an engineer to your home, but please ask whether charges will apply and how much the fee is.

Version 1.0

20 October 2017