



Burgess Computer Services Ltd

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Broadband

BEFORE STARTING ANY WORK ON YOUR COMPUTER, MAKE SURE YOU HAVE AN UP TO DATE BACKUP OF ALL YOUR DATA, MAKE SURE YOU ARE HAPPY DOING THESE TECHNIQUES, IF NOT CALL AN EXPERT.

Checking the speed you are actually getting

The following website link can be used to test what speed your broadband is running at. Make sure all windows and emails are closed before running any speed tests, and give your PC a couple of minutes after booting to allow time for software to settle before running speed tests. If you have multiply PC make sure this is the only one turned on. Always try a few tests and different time of the day.

<http://www.thinkbroadband.com/speedtest.html>

What Speed should I get?

The Following website and links can be used to see what speed broadband you should be able to get in your area.

<http://www.dslzoneuk.net/checker.php>

<http://www.btwholesale.com/includes/adsl/main.html>

<http://www.samknows.com/broadband/checker2.php>

Evaluating broadband suppliers

There are a few independent sites for evaluating broadband.

Although no longer updated this site is usefully to see who has received the most complaints over the years, surprisingly it is dominated by one of the UK's biggest suppliers for many years running:-

http://www.ispreview.co.uk/new/complain/old_complain.php

For review of suppliers visit the following websites:-

<http://www.ispreview.co.uk/>

<http://www.thinkbroadband.com/>

<http://www.samknows.com/broadband/>



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Why is my Broadband Slow?

There are many reason why your broadband may be slow.

1. The distance from the BT Exchange effects your speed, the further your away from the exchange the slower your connection speed.
2. Poor wiring in your house, IE if you have phone cables running all over the place this can affect your speed.
3. Not fitting filters. All BT sockets in use by a phone or broadband Modem/router must be filtered (small box which plugs into the socket, and then the phone/broadband plugs into), remember Sky TV, alarms, and all phone handsets. Watch out you don't double filter IE have one filter then another filter.
4. Most domestic broadband users share there broadband with 50 other users, this is called the contention ratio, often when children come home from school at 4pm it is notice able how broadband can slow down. Of if you happen to be sharing with a heavy user it may be slow.