



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 your broadband speed. Make sure all windows and email is closed before running any speed tests, and give your PC a couple of minutes after booting to allow time for the software to settle. If you have multiple PC's, tablets, phones, TVs, make sure they are all turned off. Before running a speed test. Always try a few tests at different times of the day.

<http://www.speedtest.net>

What speed should I get?

The following website and links can help determine the broadband speed you should be able to get in your area and identify which companies provide services.

<https://www.broadbandchecker.btwholesale.com>

<https://checker.ofcom.org.uk/en-gb/broadband-coverage>

Evaluating broadband suppliers

There are a few independent sites for evaluating broadband.

Although no longer updated, this site is useful to see who has received the most complaints over the years, surprisingly it is dominated by one of the UK's biggest suppliers for many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

To review your options, visit the following websites:-

<https://www.moneysupermarket.com/broadband/>

<https://www.gocompare.com/broadband/best-broadband-in-my-area/>

Burgess Computer Services Ltd, your one stop shop for all your computer requirements. We are here for all your new and upgraded hardware, software, networking, system set-up, installation, configuration, cabling, support, systems management, Data cabling, CCTV Systems; help and troubleshooting requirements.



Why is my Broadband Slow?

There are many reasons why your broadband may be slow.

1. The distance from the BT Exchange affects your speed, unless you're on a modern fibre optic link. The further you're away from the exchange, the slower your connection speed.
2. Poor wiring in your house, like having phone cables running all over the place, can affect your internet speed.
3. Filters aren't fitted unless you have a modern socket that filters the whole house. All BT sockets in use by a phone or broadband Modem/router must be filtered (a small box that plugs into the socket, and then the phone/broadband plugs into it). Remember Sky TV, alarms, and all phone handsets. Watch out, you don't double filter. For example, have one filter, then another filter.
4. Most domestic broadband users share their broadband with 50 other users, a situation known as the contention ratio. Often, when children come home from school at 4 p.m., it becomes noticeable how broadband can slow down. If you happen to be sharing with a heavy user, it may be slow.

Still got slow broadband.

If you are still experiencing slow broadband, give us a call, and one of our experts will visit you to investigate the issues and ensure you get the service you deserve.

Call us on our dedicated customer priority line: 01353 722217

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