

Slow broadband connection checks

1. To find out what your estimated speeds should be, please follow this link and input your postcode and landline number - <https://www.thephone.coop/personal/home-broadband/#superfast-plus>
2. Connect your testing device to your hub using an Ethernet cable
3. Make sure nobody else is using your network while the test is running
4. Close down all your applications so you only have one browser window open
5. Go to this website and complete a speed test - <https://www.speedtest.net/>

If you feel as though your speeds could be improved, please follow the below steps -

1. **Plug your router into your main phone socket**

You'll get a faster speed connecting your router directly into the master socket instead of an extension. If you have to use one, be sure to avoid using a long extension cable.

2. **Use the Ethernet cable we provide with our router**

Another way to get a faster speed is by connecting your computer directly to your router using an Ethernet cable.

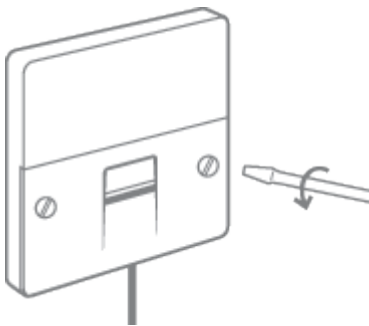
3. **Check if you need to use a micro-filter on all equipment plugged into the broadband line**

If you're plugging any item into a socket on your broadband line - phone, router, modem, fax, alarm, TV, whatever - you may need to plug it into an ADSL micro-filter before plugging it into the line socket.

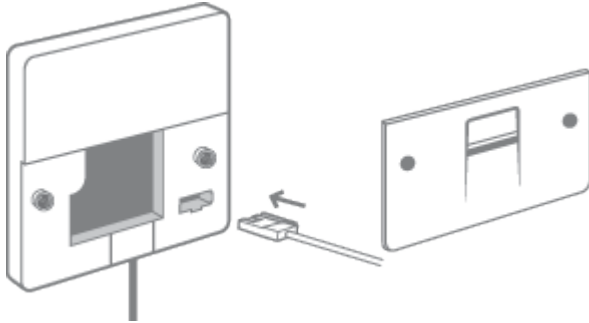
Micro filters are inexpensive and can be bought separately from several different shops.

4. If you find the speeds haven't improved, we would recommend plugging your router into the test socket

Locate your main socket, it has a horizontal bar across the front template, like the picture below. It's usually located where the line enters the property:



5. Carefully unscrew the 2 small screws and the bottom half of the faceplate should slide out. On the right-hand side is a test socket. This connects you directly to the telephone line and bypasses any extension wiring you may have.



Plug one of your ADSL filters into the test socket and then plug your router/hub into the filter. Now try running a speed test.

Note: if your main socket does not have a horizontal bar across the front and looks like this or something else:



Do not unscrew the face plate.