

# G.NETWORK

## Testing the speed of your new connection



As a new G.Network connected street, the first thing our customers want to do is verify the speed of their connection. Speeds are a notably difficult subject due to the variables involved and conducting a valid test does require certain procedures to be followed. The same guidelines can be used to get the optimal results from your devices in your Business.

### What can you expect?

G.Network services are currently divided into two packages, Business Broadband and Leased Line. The speed differs according to the package you have bought.

A key point to note is that when you access services which are outside of the G.Networks domain, then we cannot guarantee your speeds.

When your Internet data leaves our network, these connections transit the World Wide Web and the speeds are different for everyone in the world.

For example, when testing to an external speed test server not managed by G.Network, then the performance of that companies speed test server is not under our control.

Furthermore, accessing external services such as remote offices and websites are not under our control. Those remote services may not be able to 'upload' data to you as fast as you can download it on your super-fast connection.

However, we do everything possible to ensure you have the fastest and most reliable service across our fibre network.

### Checking your equipment

Firstly ensure the equipment you are using is capable of the speeds you wish to achieve.

Realistic Wi-Fi performance is in the range 10-50Mbps.

The variable which affects Wi-Fi varies so much that it will make getting accurate results all the more difficult.

Some variables include: Channel width, distance, uncontended channels, Wi-Fi type, how many people are connected to the Wi-Fi. Thickness of walls. Windows. Wall insulation type i.e. Eco foil lining.

Therefore we do not recommend speed tests via wireless at any time.

Desktop and laptops with wired connections will typically have either 100Mbps or 1000Mbps (1G) connections. A relatively new device should be 1000. If your service is over 100Mbps, then testing with a 1000Mbps adapter is essential.

# Performing a speed test

To perform the most valid speed test we recommend the following:

1. Connect your device to the router using a wired connection. Never test on Wi-Fi.
2. Use a good quality cable, minimum Cat5e, but use ideally Cat6 and STP shielded twisted pair to stop electrical interference. This is printed on the cable.
3. Check the speed of connection to the router; this can be checked in your laptop's network properties.
4. Do not use an old laptop, but a higher performing up to date device. Using older devices can adversely affect the performance.
5. Reboot your laptop to ensure it is running the minimum software to run and do not open any applications other than a web browser. We recommend using the latest versions of Chrome, Internet Explorer or Firefox. Please ensure only one browser window is open and with no tabs.
6. Ensure that no anti-virus scanner is active as this can significantly increase the load on your computer. But be sure to turn it back on afterwards as leaving your scanner off is a security hazard and it is not recommended.
7. Ensure you are not running any 'VPN' (virtual private network) type of application at the time of speed testing as this can severely hamper the results.
8. Please ensure no other devices are connected to the ONT, which will contend for the available bandwidth.
9. Connect to an external server such as <http://beta.speedtest.net/> and ensure the server is based in London.
10. Please note down your speed test results for both up and down speeds and compare them with the expected speeds for the service you are taking and send a screenshot of your results.
11. Perform three tests and record all results.

