

Customer Service **SPEED** **CHECKLIST**

Beyond “Have you tried turning it off and on again?”

This checklist will assist you in helping customers get the most out of their WiFi speed and does not address specific technical or equipment issues. For those issues, please call 1.877.HARGRAY to speak with a member of our Customer Support team.

“Why is my home WiFi so slow?”

1. Have you tried turning it off and on again?

- Simply turning off and on your router can automatically reboot and restore your system

2. Have you run a speed test?

- This test will measure the time it takes for the server to reply to a request from your computer, measured in milliseconds
- There are 1,000 milliseconds in a second
- The speed test will perform several tests, using the slowest result as your speed
- If the speed is below the customer’s minimum speed, please proceed below
- If the speed test showed speeds at or above the customer’s speed, continue below

Visit speedtest.hargray.net to conduct a speed test.

3. Where is your router located?

- WiFi signals travel through the air and can be blocked or slowed down by walls, floors, furniture and windows
- To get the clearest signal, place your WiFi router in a central location with a clean line of sight to the areas where you like to use WiFi devices
- Don’t place the router in the basement or attic, in a drawer or behind furniture
- Avoid placing the router near household appliances or behind an aquarium

For customers who own their own router

4. Is your router able to handle your current Internet speeds?

- Older routers may not have the ability to handle your current speed and will slow down your connection
- Check your owner's manual or look up the model number online

5. How many devices do you have connected to your WiFi?

- The more devices you have connected, the more your bandwidth is divided up
- Each device has less bandwidth available and that means the slower your Internet will run
- Typical devices include:
 - Tablets
 - Laptops
 - Computers
 - Gaming systems
 - Smart home devices, such as security systems, heating and air conditioning controls, and lighting
- Some devices use more bandwidth and can slow down other connected devices
- For these heavy-bandwidth devices, it's always best to use a wired connection

6. How old are the devices you have connected to your WiFi?

- Some older devices can't handle today's faster speeds
- Older devices cause data bottlenecks, slowing down every device
- Your newest, fastest devices are only as fast as your slowest connected device

7. What kinds of activities do you like to do online?

- Examples include watching movies, streaming shows, online gaming, Facebook and other social media posting, listening to music, online video chats
- Streaming activities require extra bandwidth, slowing your fast Internet connection
- Close any streaming programs you're not using
 - They continue to use data, slowing down your connection

8. Is your WiFi password protected?

- If not, you may be sharing your WiFi signal with your neighbors
 - Whatever they do online will slow your connection
- To learn how to set up a secure WiFi network, please call a customer support representative at 1.877.HARGRAY