Tips for testing broadband speed
- Conduct a speed test at speedtest.net
- Always conduct at least three speed tests as performances can vary.

Final install check
- Service Order Company:
- Installer Company:
- Service Technician:
- Date: ___________ Time: ___________
- Voice Activation Tested? □ Yes □ No □ N/A
- Speed Test Result: ___________

To find out more visit enable.net.nz
There are a range of factors that can affect fibre broadband performance.

They can be related to the network connections and/or the environment in your home.

If you believe there is an issue with the network connection, we recommend you contact your internet service provider. Alternatively, there are a range of IT support services that can help.

**Wi-Fi distance**

Distance between your modem and your devices can affect your Wi-Fi performance.

**Test:**
Connect to your Wi-Fi and conduct a speed test on your device from where you usually use it and then compare it to another speed test when your device is close to the Wi-Fi modem.

**Solutions:**
- If your home has cabling for internet access, consider moving the Wi-Fi modem to an outlet point closer to where you mostly use your devices, or in the centre of your home.
- Consider purchasing either a Wi-Fi extender or an additional Wi-Fi access point. This can be positioned in the part of your home with poor Wi-Fi coverage or where additional capacity is required. If using a Wi-Fi access point, it must be connected back to your primary Wi-Fi modem via an Ethernet cable. The new access point will need to be configured with your network name and password so devices can automatically connect to the best access point.

**Old devices**

Old devices, or some software installed on your devices, can impact on fibre broadband performance.

**Test:**
Turn off all devices connected to your Wi-Fi network. Source a new device (preferably less than a year old) and use this to conduct a speed test over Wi-Fi to see if the performance has improved.

**Solutions:**
- Remove any unnecessary apps or software from your devices.
- Consider upgrading or purchasing new devices.

**Outdated modem**

If you’re using a Wi-Fi modem that was not provided by your internet service provider, it may be too old or not appropriate for use over fibre broadband.

**Test:**
Check that your Wi-Fi modem is of an appropriate standard. The current standard for Wi-Fi modems for use with a fibre broadband connection is 802.11ac.

This is listed in the features on the Wi-Fi modem box as either “802.11ac” or “AC”. You can also check by contacting your internet service provider and asking them.

**Solutions:**
- Use the Wi-Fi modem provided by your internet service provider.
- Purchase a new 802.11ac standard Wi-Fi modem. This can be supplied by your internet service provider or purchased as a ‘BYO’ modem (if your internet service provider supports BYO modems).

**Interference**

Interference to a Wi-Fi signal can be caused by a range of factors.

Devices that may cause interference include transmitting devices such as neighbouring Wi-Fi networks, cordless phones, baby monitors and Bluetooth devices. Other electrical devices such as halogen desk lamps, dimmer switches, speakers and even electric fences can also affect your Wi-Fi signal. Interference such as what your home walls are made of (concrete, brick, steel framing) and other objects (fish tanks, hot water cylinders) can also affect your Wi-Fi signal.

**Test:**
Check your Wi-Fi signal strength and conduct a speed test while other devices are on. Then compare these to the signal strength and a speed test when all other devices are turned off and disconnected from the power.

**Solutions:**
- Ensure all unnecessary electrical devices are turned off when not in use or are removed from the environment.
- Reduce the number of electrical devices in your home, particularly those that are positioned near or between your Wi-Fi modem.