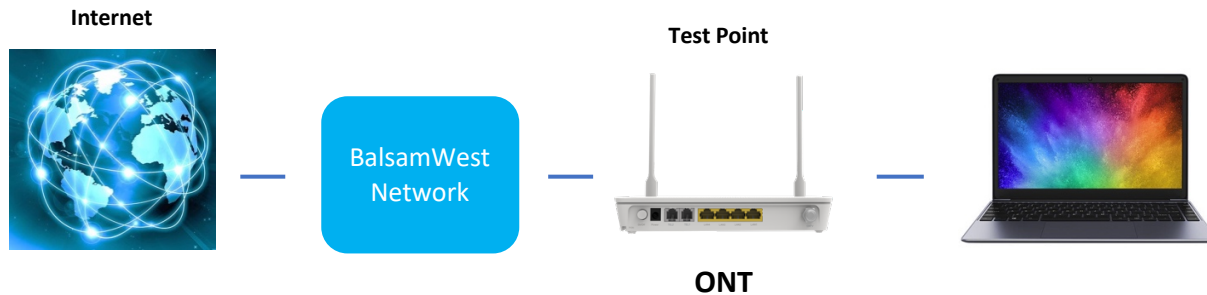


Wi-Fi Related

Internet Speed Test

Speed Test Run Down:

- Service speeds are from the ONT port to the Internet



- We suggest testing your service from a hardline that is connected to the ONT device from a laptop or you may connect to a data port directly on the router. You can test over the wireless network as well if you want to see what kind of speeds you have in different areas of your home, however this does not truly reflect the speeds of your service. Ensure no one is using the internet during testing, especially streaming services like Netflix and YouTube.
 - Use the BalsamWest Speed Test Server for the most accurate results
 - <http://speedtest.bwfn.net>

Additional Information

Performance can be affected by several items:

- Age of Computer, Tablet, or Cell Phone
- Distance from WiFi Router
- Testing from cell phones can be unreliable
- Make sure your laptop or device is using the latest technology