Slow Speed – FTTN/B Services

NOTE: If your service has been activated just recently, please allow up to 24hrs to stabilize the connection or call us on 1300 303 375 to check your service.

Here are the few things we have to check before troubleshooting:

1. Check on our network status page for any outage in your area. You can click on the links below to check your area for outages.

- SpinTel Network Status

- NBN Network Outages

2. Power off the modem for at least 2-3 minutes before you turn it back on.

If you are still experiencing issues with your connection speeds, please proceed with the troubleshooting below. For the most accurate results, an ethernet-connected device is recommended.

1. Run a speedtest on our website to record the test result. It is recommended to connect only 1 device during the test.
If possible, run the speed test at different times of the day (i.e, morning,

afternoon and evening)

2. Try to <u>reset</u> your modem and <u>reconfigure</u>.

3. If it persists, you can try a different modem or use another cable to further isolate the issue.

As there are many things that can affect your internet speed, here are some friendly reminders:

1. Device interference

- Multiple devices such as cordless phones, baby monitors, or even microwaves can cause interference. This can cause a significant decrease in speed, or the total blocking of the WiFi signal when these devices are used near the router or other WiFi connected devices.

- Using WiFi when too far away from the router can cause slower speeds.

- A large or metal object can sometimes interfere with your WiFi signal and cause slower speeds.

- Using the internet while connected directly to the router is the best way to eliminate environmental interference and achieve better speed.

2. Move closer to the router

- Reducing your distance from the router can fix slower speeds when using WiFi.

3. Audio/video streaming
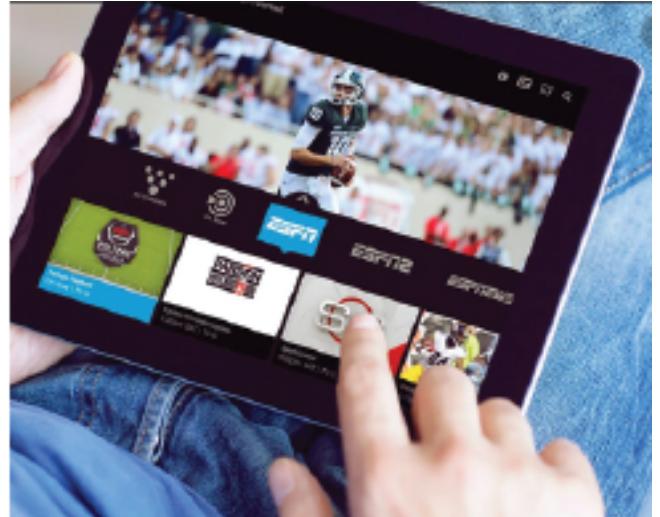
- Streaming media can sometimes decrease your internet speed as music or video files require large amounts of bandwidth.

- The number of Wi-Fi devices connected to the Internet at the same time will also slow things down.

4. Disconnect from the Virtual Private Network (VPN)

- A Virtual Private Network (VPN) lets people who work from home access their company's intranet remotely. Using the internet over a VPN can result in slower speeds. Before you try anything else, we recommend that you contact your company's IT Department who can provide more information.