

Slow Internet

Possible Cause:

1. Multiple clients are connected to the modem

- If you have a 50 Mbps monthly subscription and there are 10 gadgets connected. Your 50 Mbps will be divided by 10. Each gadget will then experience a 5 Mbps speed which is "slow". Make sure the only devices connected to your internet are yours and not your neighbors to avoid experiencing this kind of problem.

2. Incorrect Speed Received

- You can check your internet speed by closing all your apps, and closing all the tabs on your browser (google chrome) app. Then go to www.speedtest.net and click start. You will then see the speed you're able to get from your ISP. Make sure only 1 device is doing this test, otherwise your speed will be divided between the number of devices doing the speedtest.

3. Range Problem

- You can see on top of your phone the wifi icon. You can see 1-4 bars on this icon depending on the signal strength your device receives from the modem. Wireless connection is convenient but most of the time have a problem when you're too far from the source and there are multiple obstacles in between your device and the modem.

4. Device Problem

- Some devices are outdated and the system itself is slow. Try using an updated phone and do a speedtest to check if the internet speed is slow or only the device is slow.