

Checking the speed of your new service

Thanks for joining our Rural Revolution!
As a new Gigaclear customer, we understand you will want to test the speed of your new ultrafast full fibre broadband service. That is why we have put together this guide showing how to do just that. It also has handy tips on getting the optimum performance from your new service and the devices in your home.

What speeds are you expecting?

The exact service you ordered from us has letters in front of it with a number afterwards. This number is the speed in Megabits/second (Mbps). For example, if you have the GO300 service, your speed is 300Mbps and so when carrying out a speed test, this is the standard you are looking for.

However, it is worth keeping in mind that when downloading and accessing the internet more generally, you are connecting to other networks on the internet and we cannot control the performance of those public or private networks.

Checking your equipment

Not all equipment you own and use will be able to achieve the optimum top speed of your service, so you need to ensure the equipment you are using for your speed test is capable of the speed you ordered as your service. For example, Wi-Fi performance is realistically within a range of 30-50Mbps so we recommend not to test over Wi-Fi.

Desktops and laptops with a wired connection using a Cat6 Ethernet cable will achieve different Mbps, but this will be dependent on the age of the device and its type of connection. Newer devices will likely reach 1000Mbps but older ones could be as low as 10Mbps.

If you connect with 'Cloud-based' services, these are not usually capable of reaching the speeds we provide meaning you may perceive that your speed is significantly lower than it actually is. This is because the 'far end' cannot process the speed quickly enough but as companies improve their infrastructure, this will improve over time.

Performing your speed test

To perform the most valid speed test, we recommend doing the following:

- Connect your speed testing device to the router using a wired connection
- Ensure the connection wire is good quality. We recommend a Cat6 Ethernet cable. This is printed on the cable
- Check the speed of the connection to the router. This can be checked in your device network properties or on the 'Home Network' feature within your customer portal
- Reboot your device to ensure it is running the minimum software and avoid opening any more applications other than your web browser until the speed test is complete
- Try using the latest versions of Chrome, Internet Explorer or Firefox as different browsers may offer different results - but only have one tab open
- Ensure no anti-virus scanner is actively running in the background as this increases the load on your device
- Ensure no VPN (Virtual Private Network) application is running on your device
- Disconnect any devices using a Wi-Fi connection with the router, such as tablets or smartphones
- Visit gigaclear.com/speed-checker and click 'GO'

For customers with a service that has a high speed, such as the GO900 (900Mbps), you should consider switching off IPv6 in your network properties. Also switch your connection to 'auto negotiate'.

So, what's your result?

Once you have performed your speed test, take a note of both your upload and download speeds and compare them to the service we are providing.

If you have any questions or would like some help, then just give us a ring on 01865 591131 or drop a message to support@gigaclear.com.