



Speed Tests: What are they and how do they help?

Description

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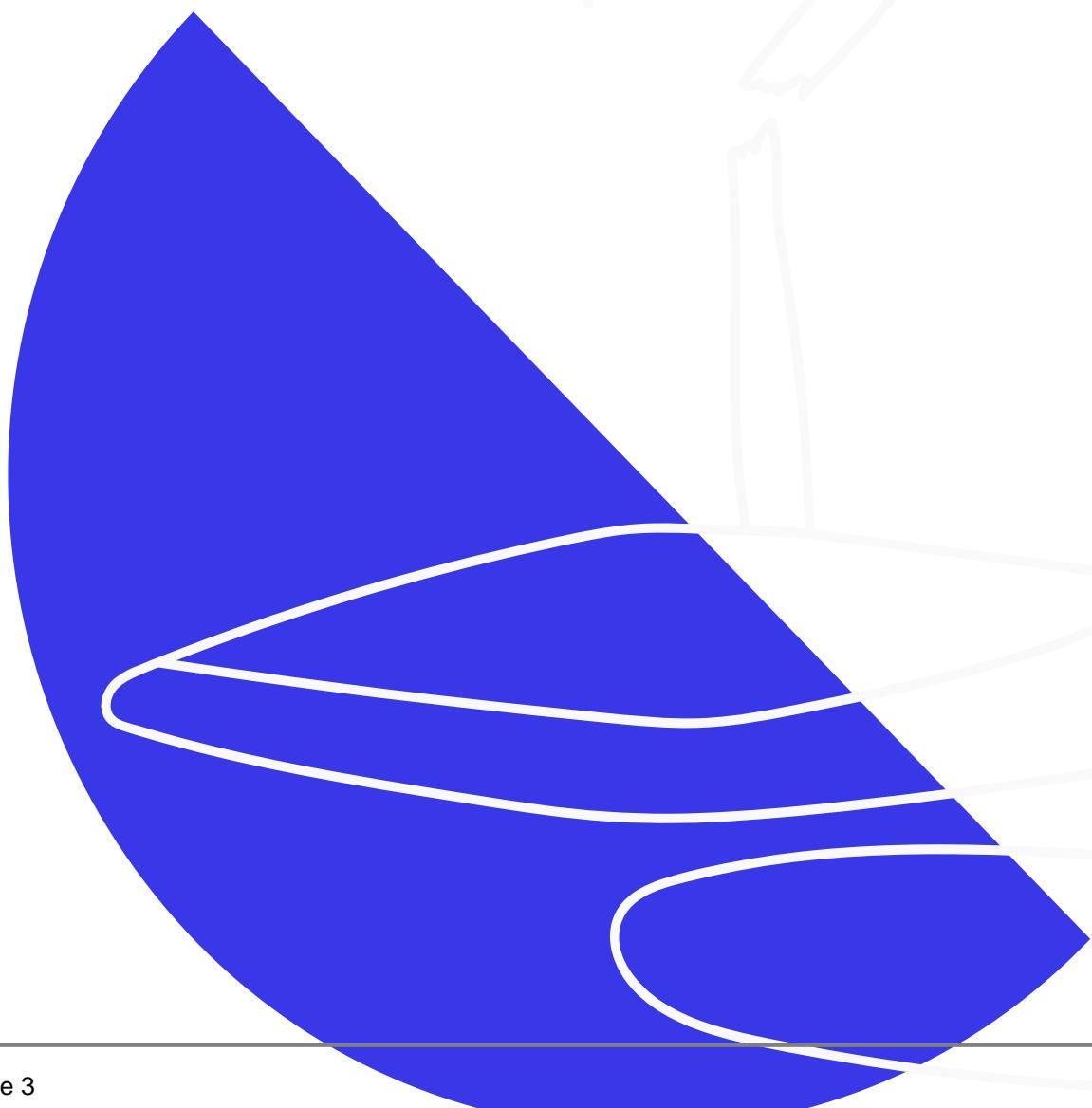
Speed tests allow you to check how fast your device (mobile, laptop or computer) connects to the internet. If you're struggling with your connection, running a speed test can help you determine what and where the problem might be.

WARNING: Do not click on any links or programs that promise to speed up your computer or internet connection – these are almost certainly a scam, and often contain malicious software. These links or ads are especially common in many popular speed testing websites.



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• How to run a speed test

To find out how fast your internet should be, follow these simple steps.

- ○ 1
Check Your Plan

Confirm the details of your plan provided by your internet provider. They'll usually give you a maximum speed, but in reality, your speed might be a bit lower. For example, if you have a Sky Muster Plus 25/5 connection, it means you should get speeds up to 25 megabits per second (mbps) for downloads and 5 mbps for uploads.

- 2
Check Your Speed

Let's say it's a typical weeknight at 7 pm and you run a speed test. If you get around 21 mbps, that's normal for your plan. But if it's only 8 mbps, that's a sign something might be wrong. It's a good idea to test your speed on a few different websites to be sure.

- 3
Contact Your Rsp

If you detect an issue, show these speed test results to your internet provider when you contact them for help. **Do not** click on any links or programs that promise to speed up your computer or internet connection — these are almost certainly a scam, and often contain malicious software.

• Recommended Speed Test Sites

Category	Speed Test Websites Description or Apps
RSP (Retail Service Provider)	<u>Telstra</u> Use for Telstra internet services.
General Speed Test Websites	<u>nbn® Sky Muster Plus</u> Specifically for Sky Muster Plus satellite services. Won't work for other plans. <u>SkyMesh</u> Works with various internet connections. <u>Aussie Broadband</u> Suitable for various internet connections. <u>Fast by Netflix</u> Recommended for satellite connections.



Mobile Apps for Speed Testing

OzSpeedTest	A general speed test website.
Speedtest by Ookla	A widely used speed test website.
Speed of me	Another general speed test website.
Test My Net	A general speed test website.
Measuring Broadband Australia	Sign up to regularly test and report internet speeds.
Sam Knows	Provides measurement and reporting on internet services. Available for iOS and Android devices. Go to your app store and search for ??Sam Knows?. Created by the same people who run the ACCC Measuring Broadband Australia program .

• How to understand your speed test results

A speed test will contain a range of information. The three key ones are:

- - 1
Download Speed

Measured in megabits per second ?? Mbps. Communicates how fast information **comes to** your computer from the information source via your internet connection.
 - 2
Upload Speed

Measured in megabits per second ?? Mbps. How fast information **goes from** your computer to the information source via your internet connection.
 - 3
Latency (Lag)

Measured in ms (milliseconds). How quickly **the request for information goes from** your computer to the remote one and back to you again. It must come back before the content can be displayed. Latency is most noticeable in satellite connections as it includes the time it takes for information to reach the satellite dish in orbit and back again.

• A few things to remember:

- Always follow your service provider??s recommended testing method.



- Close unnecessary programs on your computer/device.
- Ensure no other devices use the internet simultaneously.
- Bypass or eliminate home equipment; connect directly to the modem via LAN cable for the best results.
- Wi-fi connections can cause poor performance; if testing over wi-fi, place your device close to the router and turn off other devices.

• Speed Test Example 1

In the test pictured to the right, we have a download speed of 24mbps, an upload speed of 2.9mbps, and a latency of 616ms.

This is a Sky Muster 25/5 connection, tested about 6 pm on a sunny weekday evening. It is therefore operating very well on download speeds, a bit slow on upload, and typical for latency.



• Speed Test Example 2

Now, compare a Telstra 4G connection at 6pm on a clear weekday evening, connected to a directional antenna on a 3m pole.

It shows 33 mbps download, 26 mbps upload, and a reasonably low (good) latency of 38 milliseconds. Overall, these results would indicate the internet connection speed is quite good.



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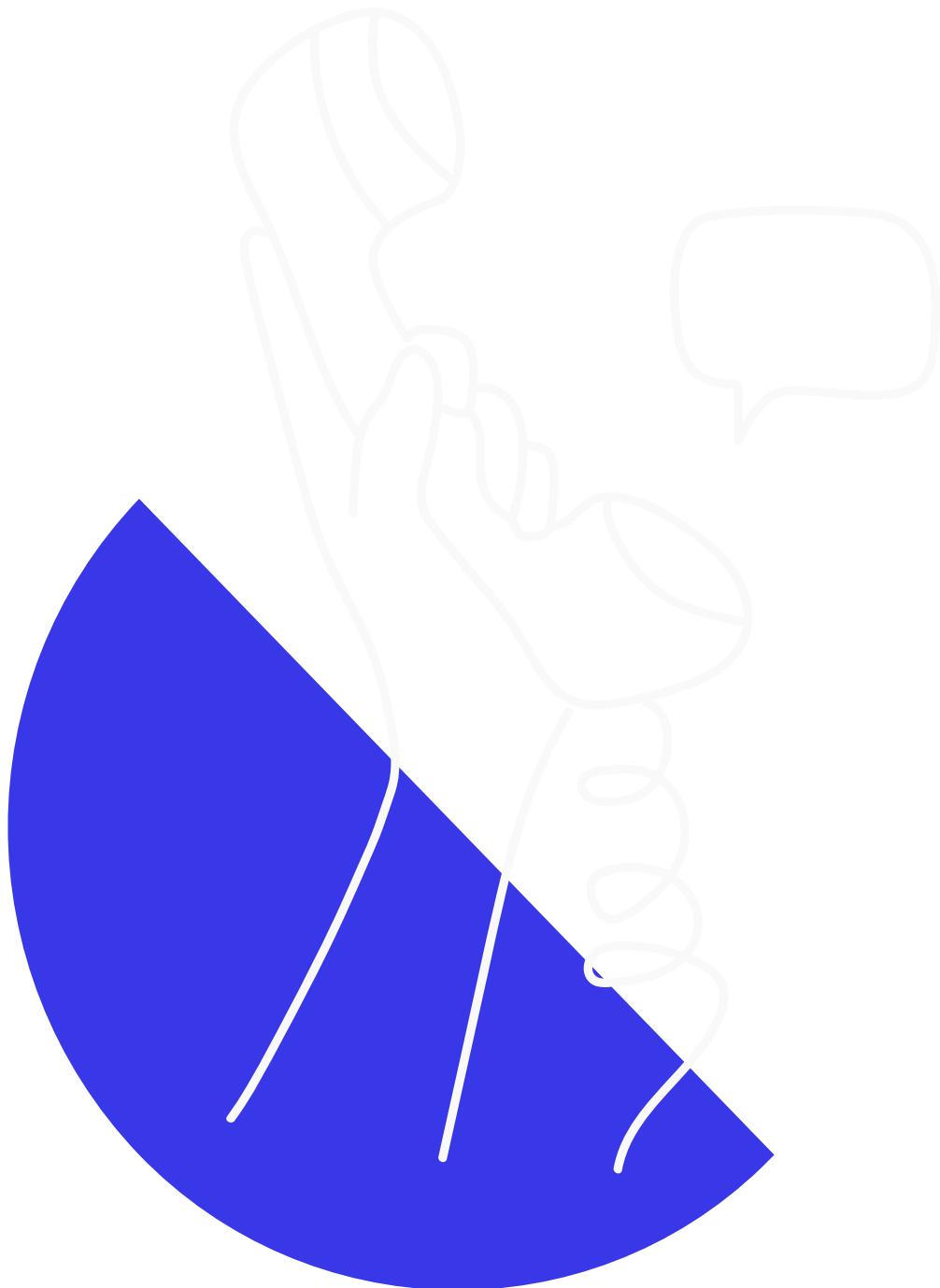
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Connectivity definitions



Didn't find the answers you were after?

Chat to us on our hotline with one of our team members and let's get the conversation started. If we don't answer, we'll get back to you in no time at all.



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