



**You are now
one step closer
to enjoying the
benefits of fibre
broadband**

**Maximising your
fibre broadband
performance**

enable
fibre broadband

Final install check

Service Order Company _____

Installer Company _____

Service Technician _____

Date _____ Time _____

Voice Activation Tested? Yes No N/A

Speed Test Result _____

To find out more visit enable.net.nz

Tips for testing broadband speed

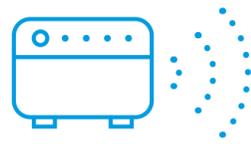
- > Conduct a speed test at speedtest.net
- > Always conduct at least three speed tests as performances can vary.



There are a range of factors that can affect fibre broadband performance

They can be related to the network connections and/or the environment in your home.

If you believe there is an issue with the network connection, we recommend you contact your internet provider. Alternatively, there are a range of IT support services that can help.



Wi-Fi distance

Distance between your modem and your devices can affect your Wi-Fi performance.

Test:

Connect to your Wi-Fi and conduct a speed test on your device from where you usually use it and then compare it to another speed test when your device is close to the Wi-Fi modem.

Solutions:

- If your home has cabling for internet access, consider moving the Wi-Fi modem to an outlet point closer to where you mostly use your devices, or in the centre of your home.
- Consider purchasing either a Wi-Fi extender or an additional Wi-Fi access point. This can be positioned in the part of your home with poor Wi-Fi coverage or where additional capacity is required. If using a Wi-Fi access point, it must be connected back to your primary Wi-Fi modem via an Ethernet cable. The new access point will need to be configured with your network name and password so devices can automatically connect to the best access point.



Old devices

Old devices, or some software installed on your devices, can impact on fibre broadband performance.

Test:

Turn off all devices connected to your Wi-Fi network. Source a new device (preferably less than a year old) and use this to conduct a speed test over Wi-Fi to see if the performance has improved.

Solutions:

- Remove any unnecessary apps or software from your devices.
- Consider upgrading or purchasing new devices.



Outdated modem

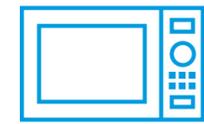
If you're using a Wi-Fi modem that was not provided by your internet provider, it may be too old or not appropriate for use over fibre broadband.

Test:

Check that your Wi-Fi modem is of an appropriate standard. The current standard for Wi-Fi modems for use with a fibre broadband connection is 802.11ac. This is listed in the features on the Wi-Fi modem box as either "802.11ac" or "AC". You can also check by contacting your internet provider and asking them.

Solutions:

- Use the Wi-Fi modem provided by your internet provider.
- Purchase a new 802.11ac standard Wi-Fi modem. This can be supplied by your internet provider, or purchased as a 'BYO' modem (if your internet service provider supports BYO modems).



Interference

Interference to a Wi-Fi signal can be caused by a range of factors.

Devices that may cause interference include transmitting devices such as neighbouring Wi-Fi networks, cordless phones, baby monitors and Bluetooth devices. Other electrical devices such as halogen desk lamps, dimmer switches, speakers and even electric fences can also affect your Wi-Fi signal. Interference such as what your home walls are made of (concrete, brick, steel framing) and other objects (fish tanks, hot water cylinders) can also affect your Wi-Fi signal.

Test:

Check your Wi-Fi signal strength and conduct a speed test while other devices are on. Then compare these to the signal strength and a speed test when all other devices are turned off and disconnected from the power.

Solutions:

- Ensure all unnecessary electrical devices are turned off when not in use or are removed from the environment.
- Reduce the number of electrical devices in your home; particularly those that are positioned near or between your Wi-Fi modem.