

Verifying the speed of your new service

As a new Gigaclear connected community comes online, the first thing a lot of customers want to do is verify the speed of their connection. Speeds are a notoriously difficult subject and conducting a valid test does require certain rules to be followed. Of course the same guidelines can be used to get the optimum from your service and devices in your home later on.

What result are you expecting?

Gigaclear services are currently divided into three groups, H,B and E followed by a number. The number quoted afterwards is always the maximum speed in megabits/per second. H, B and E will not go above that value for any more than a couple of seconds at a time.

Bear in mind 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

Firstly ensure the equipment you are using is capable of the speeds you wish to achieve.

Realistic WiFi performance is in the range 30-50Mbps and therefore we do not recommend speed tests via wireless.

Desktop and laptops with wired connections will typically have either 100Mbps or 1000Mbps (1G) connections. A good relatively new device will probably be 1000, but still a lot of devices are sold with 100, older devices may even be as low as 10.

Some 'Cloud Based' services you may be commonly connecting to are not capable of operating at the speeds of the Gigaclear Network and so you may believe your network speed is lower than it is in reality as the 'far end' cannot process quickly enough. This will improve over time as companies upgrade their infrastructure.

Performing a speed test

To perform the most valid speed test we recommend the following:-

- Connect your device to the router using a wired connection.
- Use a good quality cable, minimum 'Cat5e', ideally 'Cat6'. This ident is often printed on the cable.
- Be sure of the speed of connection to the router, this can be checked in your device network properties, and it can be verified through the 'Home Network' feature of the Gigaclear customer portal.
- Reboot your device to ensure it is running the minimum software and do not open any applications other than a web browser. We recommend using the latest versions of Chrome, Internet Explorer or Firefox. Please ensure only one browser window is open.
- Ensure that no anti-virus scanner is active as this can significantly increase the load on your computer.
- Ensure you are not running any 'VPN' (virtual private network) type of application at the time of speed testing as this can severely hamper the results.
- Please ensure no wireless devices such as tablets or mobile phones etc are online.
- Connect to 'www.gigaclear.com/speedtest' and type your postcode.
- Click begin test.

Users who have taken the higher speed services such as H1G may wish to consider switching off IPv6 in your network properties and forcing the network connection to 1000Mbps rather than 'autonegotiate'.

Please note down your speed test results for both up and down speeds and compare them with the expected speeds for the service you are taking.

If you have any questions please contact Gigaclear Customer Services on 01865 591131 or via e-mail at info@gigaclear.com

The Gigaclear Team