

# My connection seems slow, what can I do?

Last Modified on 06/16/2021 4:44 pm EDT

To test your current Internet connection speed and confirm your connection is working as expected, you can conduct speed tests at <http://speedtest.secv.com>. For accurate results, please run a minimum of three (3) tests. If your speed test results are not favorable, and you have a wireless router connected, try bypassing the router by connecting the modem directly to a computer with an Ethernet cable, and then run the speed tests again.

There are also a number of other contributing factors to slow connections.

- Ensure you have a antivirus and anti-spyware software installed. Virus protection and anti-spyware programs are essential to good performance. These programs may be downloaded online or purchased at a software retailer. Remember to check for updates regularly, and run tests weekly to ensure there are no infections.
- Active uploads and downloads may also impact your connection speeds. iTunes, You Tube and other file sharing processes can slow down your connection.
- Ensure the modem has not been moved to another outlet since it was installed by our Technician. Only one outlet in your home was made active for Internet connectivity.
- Please review the following [video](#) offering Wi-Fi tips.

If you continue to experience performance issues please contact a Customer Service Representative by calling 877.955.SECV or [chat us live](#).

---