

My connection seems slow, what can I do?

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To test your current Internet connection speed and confirm your connection is working as expected, you can conduct speed tests [here](#). For accurate results, please run at least three (3) tests. If your speed test results are unfavorable, and you have a wireless router connected, try bypassing the router by connecting the modem directly to a computer with an Ethernet cable and rerun the speed tests.

There are also several other contributing factors to slow connections.

- Ensure you have an 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 no infections.
- Active uploads and downloads may also impact your connection speeds. iTunes, YouTube, and other file-sharing processes can slow down your connection.
- Ensure the modem has not been moved to another outlet since our Technician installed it. 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](#).
