



Carrying out a speed test

We all know that broadband suppliers advertise their speeds as "up to" a certain level. It is possible to test how fast your actual connection is. Carry out a few tests over several days and vary the times you carry out the test. To get accurate results make sure you're not using your internet connection for anything else while the test runs (it only takes a few seconds).

It may be that you're already achieving the fastest speed your line can expect, but do contact your Internet Service Provider (ISP) if you're not getting the speed you expect so that they can investigate. They should be able to help you work out what the cause is and how any issues may be fixed.

Your ISP will have a speed checker on its website. Alternatively, here are some other websites that may be of use:

- www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/advice/ofcom-checker
- <https://www.broadband.co.uk/broadband-speed-test/>
- <http://www.moneysupermarket.com/broadband/tools/speed-test/>