

Bandwidth Sharing

Overview

The primary limitation of a speed test is that they can only measure the portion of your bandwidth that is left over after current usage â€“ if you're using 10Mbps for a download while running a speed test, the result will come back considerably lower. Pause streaming, shut off devices, disable WiFi on phones/tablets â€“ generally stop usage on your home network before running a speed test!

If the speed is less then 90% of the sustained speed rates then it's time to call support as there might be an problem with your service. Make sure before you do that you've run the speed test without any other device connected as many devices download updates in the background.

