

# Top 5 Reasons for Slow Internet Speeds and How to Improve Them

## The Top 5 Reasons for Slow Internet Speeds

1. The modem, router or devices need to be updated
2. The amount of connected devices is causing speed interruptions, including background devices. Using aggressive applications, like Netflix, at the same time or while other applications may be using up your bandwidth.
3. Use of the internet connection is too great. For example, online gaming requires a significant amount more speed and bandwidth in comparison to checking email.
4. Modem or home router may need a firmware update.
5. The device is not capable of speed desired.

Because there are several potential causes for slow internet signal, there are several potential solutions. You'll want to run a speed test to help narrow down what is causing your slow speeds. For more information on how to run a speed test, view our Speed Testing Guide:

[View Speed Testing Guide](#)



# Evaluating Potential Causes for Slow Internet Speeds

If your speed test results show you that you're currently getting the speeds your package includes, you may have too many connected devices utilizing the connection, your usage needs require more speeds or a combination of the two. **Contact us at 1-800-236-8434 to increase your internet speed package.**

Another reason for slow internet speeds are WiFi dead spots in your home. Certain spots yield faster speeds than others or some spots go completely dead. If this is what you are experiencing, you may need to consider Whole Home WiFi which gives you wall-to-wall coverage.

If you have an older device, it simply might not be capable of performing at higher speeds. By researching your device, you should be able to verify if it can utilize higher internet speeds.

When connecting to your WiFi, you'll see that you have two options to connect. You can either select the 2.4G or the 5.0G option. Each has a different use depending on where you need to connect and what you need to use the internet for. When you're in the home or using more aggressive applications, make sure you're connected to the 5.0G frequency band.

Finally, you may need to switch to another WiFi channel either through your router or your service provider.

## I don't want to upgrade my package yet. What can I do?

We understand that increasing your speed package may not be an option right now. To help ensure your internet speed is at optimal performance, try limiting the usage and number of connected devices. You can also ensure proper use of the frequency bands on your modem or router. Keeping up-to-date on the firmware on your modem or router will also help maintain speed as well as changing your streaming or gaming qualities to a lower standard.

Keep in mind, the average household has 11 connected devices in their home. Meaning, a minimum speed of 100mbps is needed. As your devices and usage change, your internet needs will also be affected.

**Not sure where to start? We're always here to help you when you need it.  
Give us a call at 1-800-236-8434 and we can assist you.**

