

How is my broadband performing?

There are many factors that affect how your broadband is performing. Some are your broadband provider's responsibility, and some you may be able to improve yourself. This fact sheet will help you to spot potential issues, and when you should discuss them with your broadband provider.



Things you might see if there's a problem with your broadband performance



Large files like software updates and movies take a long time to download.



Parts of websites (like images and videos) are loading slowly, or not at all.



There are noticeable delays/pixelated images on video calls like Skype or FaceTime.



Photos are uploading slowly to social media.



Videos are buffering or in poor quality.



There are stutters and delays when gaming.

How can I test my broadband performance?

Speed testing websites are a quick way to spot potential broadband issues and provide useful information in case you need to contact your provider. Searching 'speed test' in your internet browser will provide various speed testing websites to choose from.

To test the connection to your house, preferably plug a device (eg, laptop) directly into your router using an Ethernet cable. If you cannot do that, sit as close as possible to your router to reduce potential WiFi connectivity issues.



Using multiple devices online at the same time can result in a noticeable drop in performance, so you should switch off or disconnect other devices before running the test. Repeat the test a few times to get an average result, including running the test outside 6-11pm weekdays ('peak-hours').

Running a speed test will provide you with some performance indicators:

Download speed – measured in megabits per second (Mbps), with faster speeds delivering better performance.

Upload speed – also measured in Mbps and not usually designed to be as fast as your download speed.

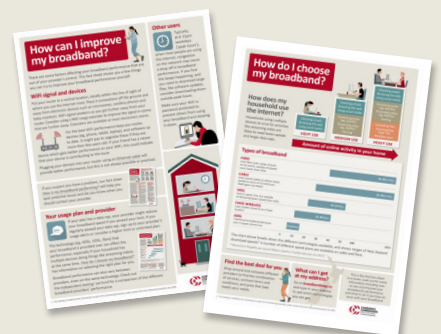
Latency (also known as ping or lag) – measured in milliseconds (ms), with shorter times (ideally less than 50ms) indicating better performance.

We fund independent testing¹ to monitor New Zealand's average broadband performance. After you have run a speed test, you should check your results against New Zealand averages to see how your service compares. In order to compare your results, you will need to know whether your service is ADSL, VDSL, fibre or cable. If you're not sure what service you have, check your latest broadband bill to find out.

What can I do if I think there's a problem with my broadband?

If your speed test results don't compare well against New Zealand broadband averages, our fact sheet *How can I improve my broadband?* suggests a few things you may be able to try to improve your broadband performance. If performance problems persist, talk to your provider.

It might be that your current broadband technology is not suitable for your needs. *How do I choose my broadband?* provides information on selecting the right plan for you.



1. This testing is funded by the Commission as part of its monitoring functions under section 9A of the Telecommunications Act 2001