

# Download Speeds



**connect365**  
Future Proof Communications

Powered by The Mick George Group

# What Do Broadband Speeds Actually Mean?

Download Speed is the rate that information is received over your broadband line. For example, the time it takes to download software from the internet onto your computer is determined by the download speed available.

Upload Speed is the rate that information is sent over your broadband line. For example, the time it takes to send high resolution images from your computer to another is determined by the upload speed available.

Broadband speed is measured in Mbps – Megabits per Second. These speeds can be determined by a number of factors. Connect365 always aim to get you the best broadband speeds possible.



## What Factors Can Affect Broadband Speeds?

From time to time you may experience slow broadband speeds. This can be caused by a number of internal and external factors.

**The length of the line from the exchange** or from the PCP (green cabinets) can cause some speeds to be slower than others.

**Not being connected** directed to the master socket in the premises.

**Correct filters** needing to be used on all sockets relating to the broadband line.

**A fault** on the broadband line.

**A faulty** router is being used.

**Connecting via WiFi** rather than Ethernet.

**Number of people** connecting internally, sharing the bandwidth.

**One off, high usage events** – Microsoft/Apple updates – a large number of people connecting at one time.

**Electrical interference** from other devices in proximity to the connection.

**Peak time congestion** – may experience slower speeds during the evening when more people are connecting.

**The processing speed** of your device, router or modem.

**The quality** of the wiring inside your premises.

**Weather conditions.**