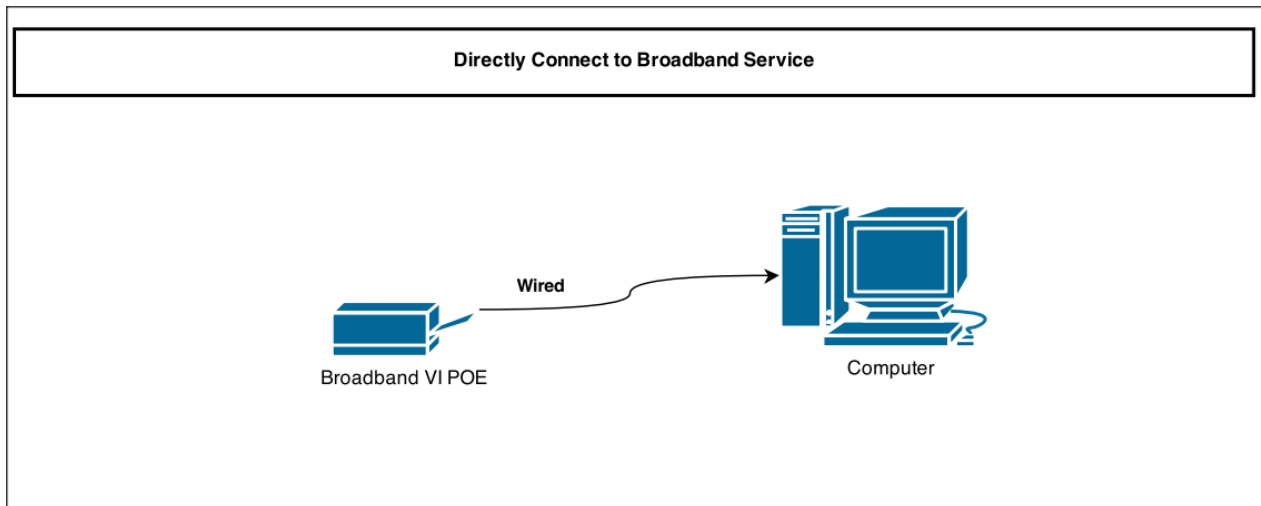


Testing Your Connection

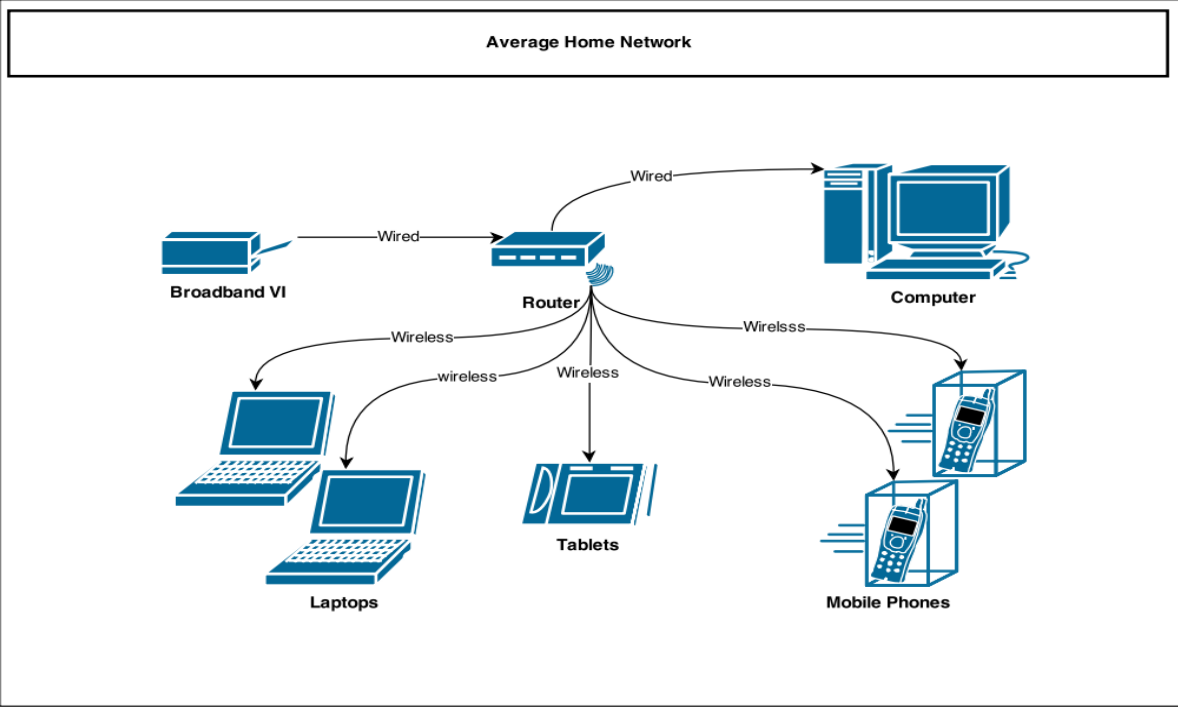
- *Hardware – This could be a router/switch*
- *LAN – Local Area Connection*
 - *(this is all your devices connected to one another via a router)*
- *Wired LAN – Wired Local Area Network*
 - *(this is all the wired devices connected via your router)*
- *Wireless LAN – Wireless Local Area Network*
 - *(this is all the wireless devices connected via your router)*

A direct wired connection to our service without hardware will produce the best results for bandwidth testing. Broadband VI offers Dynamic IP and Static IP connection options via an ethernet cable.

We will only accept hardwired results for speed tests, so to begin you should be aware of your connection type



If you are testing through a router result will vary. This is because a router in an average home network shares the connections between multiple devices always. In most cases the result you gain is the remainder of speed not used but the other devices.



Understanding Your Home Network Types

How fast data can be transferred over a wired connection or wireless connection depends on the quality and data transfer capabilities of one's hardware and cables.

Having all the computers physically wired to a router (or sometimes a switch) is the fastest way to transfer data between devices on your network.

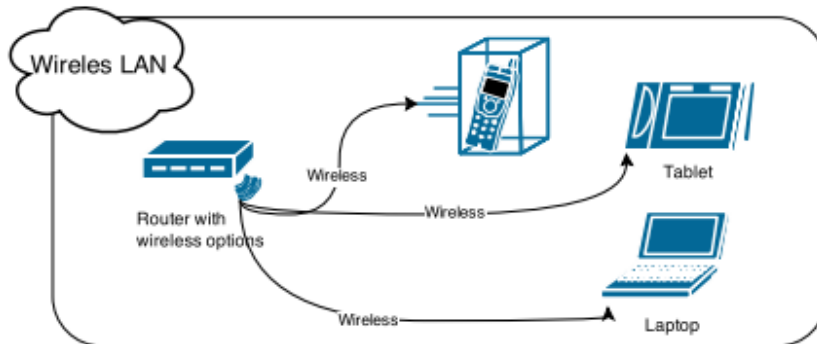
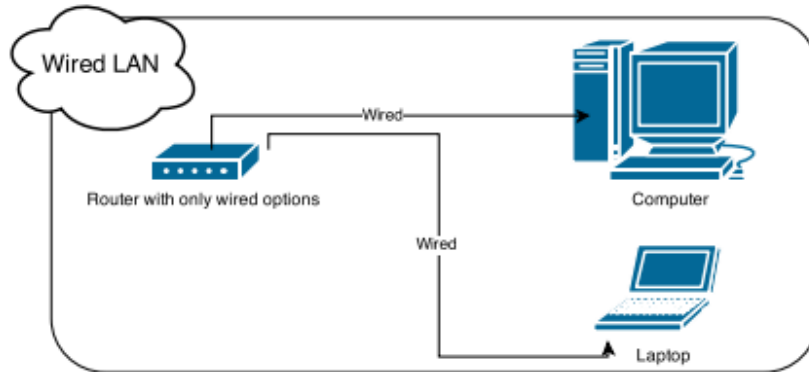
Many customers love the ease of connection provided by WIFI, but wireless speeds are affected by a number of factors. Wirelessly LAN is typically slower and suffer a few more reliability problems than Wired LANs.

- Wireless signals are subject to interference from other home appliances including microwave ovens, cordless telephones, and garage door openers. With careful installation, the likelihood of interference can be minimized.
- Wireless signals are subject to distance from the hardware emitting the signal. The further away you are from the device the signal degrades. In addition to any concrete walls, louvers, metal screens and other barriers of that nature, between you and the hardware.

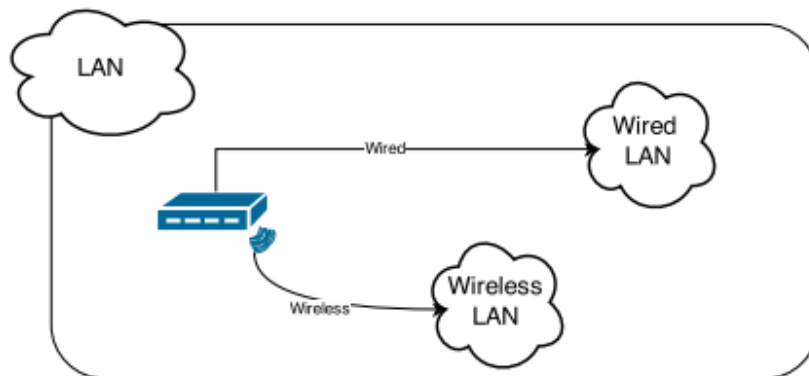
Wireless networking products, particularly those that implement “802.11n” or “N Band” routers are comparatively new. As with any new technology, expect it will take time for these products to mature.

Most routers today come with both wired and wireless options all in one package, this is a great purchase and is best suited for any home application.

Local Area Network (LAN)



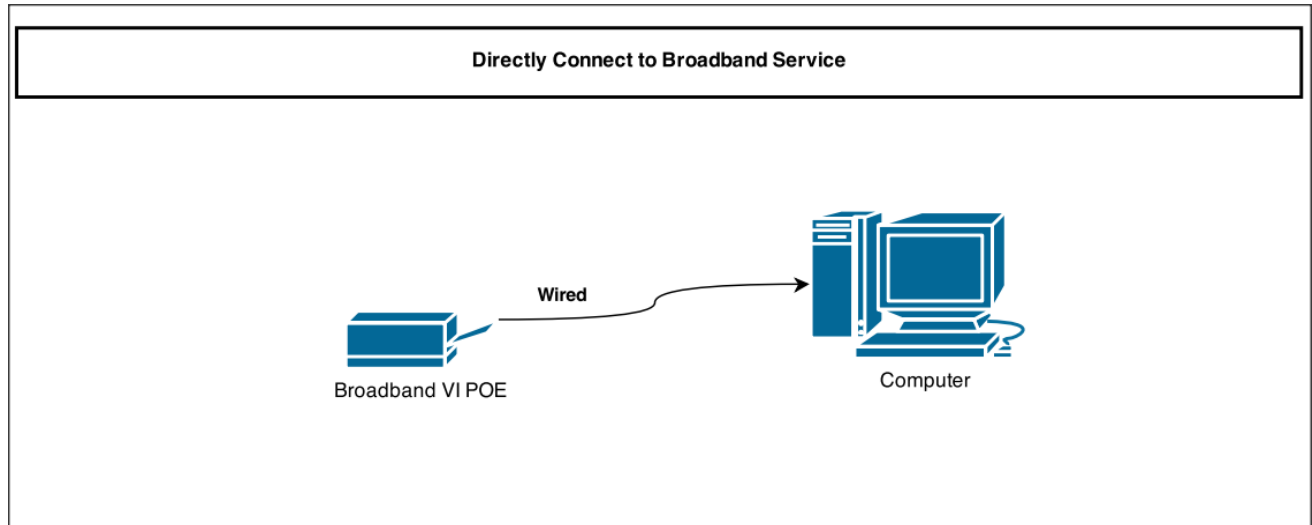
Most new end routers have both capabilities



How to perform the Speed Test



It is very simple to do a speed test, we recommend using www.speedtest.net because it will default to the best server based on pings. We do ask that all tests be done directly connected to our service without a router for best and most accurate results.



Overview Before Starting your Speedtest

Things you should do before testing your speed:

- Connect your laptop or computer directly to the router using an ethernet cable
- Disconnect from any proxy connection like Virtual Private Network (VPN)
- Stop running all video and music streaming services like Netflix® and Pandora®

Things that can affect your test results:

- Network traffic/congestion
- Internet usage in your home during testing
- Laptop/computer speed
- Watching Video On Demand (VOD) during testing