

Broadband speed checks – Plusnet Help

(DESCRIPTION)

A man in a Plusnet shirt standing in front of a Plusnet banner.

(SPEECH)

Man: Hello, I'm Liam and Welcome to Plusnet Help.

Today I'm going to talk you through the steps you need to take if your broadband speeds are lower than you expected.

I'll talk you through; how to find your estimated line speeds, run a broadband speed test and also what you need to do with the results of that test.

The first step is to understand the kind of speeds you can expect to receive at your property.

To do that, you need to visit this link.

(DESCRIPTION)

www.dslchecker.bt.com is shown.

(SPEECH)

Liam: If you are new to Plusnet, we do have a couple of tips.

First of all, make sure you're not turning your router off at night and you're leaving it on at all times.

Secondly, in the first 10 days with us your speeds will vary, they will go up and down.

That's because we're trying to the best possible speeds that your line can handle.

(DESCRIPTION)

Line results are shown on the BT Broadband Availability checker page.

(SPEECH)

Liam: Now the results here are what we estimate to be the possible speeds for your home. If you're getting anywhere near these results, I'm afraid there's nothing we can do to increase your speeds.

However this page will show you if there is fibre broadband available in your area. If you're looking for additional speed, this is something you can consider.

If the speeds you are getting are below the estimate we need to start running some line tests.

To do that, it's a new page and the link for that is here.

(DESCRIPTION)

<http://speedtest.btwholesale.com> is shown.

(SPEECH)

Liam: Just a quick tip; you need to run a line test on a device that has flash enabled. Unfortunately, android and apple devices don't come with this as standard. So do run a test on a home computer or laptop.

It's very important that the results we get from these speed tests are accurate. Here's a few tips on what to do before you run one.

First of all, close off any other web page other than the speed test itself.

Secondly disable any firewalls or anti-virus software you might be running.

Last but not least, make sure you are connected to your router via an Ethernet cable. You also need to make sure that there's no other wireless connections going on into the router at that time.

So if your daughter is upstairs on the iPad, just ask her to turn it off for a little while.

If you find that your speeds improve while you're using the Ethernet cable the problem might be with your wireless connection.

If you're looking for some more help on that, you can find that here.

(DESCRIPTION)

https://www.plus.net/support/broadband/wireless_broadband/wireless_signal.shtml is shown.

The BT Wholesale Speed Test page is then shown.

(SPEECH)

Liam: You need to go to the bottom of the page, click yes, then begin test. Now we just wait for the results.

(DESCRIPTION)

A Speed test is shown being performed. A loading bar fills up, as various tests are happening, then the results are shown.

(SPEECH)

Liam: This shows you your download and upload speeds. Based on your first check about your estimated line speed we should know if there's a problem or not.

We have a link here on some common things you can check that might fix the problem.

If you think there is a problem, you can select 'Further Diagnostics'.

(DESCRIPTION)

A mouse scrolls down the results page and selects the 'Further Diagnostics' button.

(SPEECH)

Liam: This will give you a little more information and allow us to see the results should you report the problem to us.

And that's it! If you do need any more help you can select the link in the description below.