

Why Is My Internet So Slow?

Beyond faulty hardware and delivery issues outside of your home there are a number of scenarios inside the home which may cause slow speeds or the perception of slow speeds.

Try these steps below for a quick fix to your slow internet issues:

1. For slow wireless speeds in specific areas of your home:

- Restart your device next to the modem/gateway
- If speeds slow down again, you may want to extend your WiFi coverage with [Xtend WiFi](#) in your home

2. Make sure your modem/gateway is:

- At its original installation location and off the floor
- Placed away from windows or objects that may obstruct the signal
- Not placed inside a cabinet

3. Heavy usage such as uploading and downloading files or streaming HD media on multiple devices can give the illusion of you having no internet connection. Turn off the devices you are not using or upgrade to a faster speed plan.

4. If only certain devices have slow internet, it may be a device capability issue.

5. If internet is slow only on a certain website(s) then try opening a few other websites. If only this website is slow, then it's a website specific issue.

6. Avoid using your devices near appliances such as microwaves, baby monitors or cordless phone stations.

7. Disconnect inactive WiFi devices or connect them by ethernet.

Need additional support? Please contact our Technical Support Team at [1-866-832-6020](tel:1-866-832-6020).