WHAT TO *do* IF YOU HAVE *internet connection* PROBLEMS

Issued by Tove Valley Broadband 14/05/2023 This document relates to broadband delivery by radio, not fibre.

Looking at the majority of cases from the helpline, troubles with slow or interrupted internet access at your property are down to WiFi equipment in your property, their capability, their positions relative to each other and nature of your building.

Start your investigations by locating the small 9x4x3cm power injector at the bottom of the black lead coming from your outside antenna. Do not disturb the black lead marked PoE on the injector but connect an ethernet cable from the socket marked LAN to a laptop or desk computer. Once you have established an internet connection, test the speed of the broadband by visiting www.broadbandperformance.co.uk.

If you then feel there is an issue with your connection to TVB you should contact TVB via the helpline.

If all is well, use this table to add up your total useage at peak times :

Netflix / Prime video non-HD streaming	**3Mbps**
Netflix / Prime video HD streaming	**5Mbps**
Netflix / Prime video ultra or 4k streaming	**25Mbps**
i-Player HD streaming	**2.8Mbps**
Youtube non-HD streaming	**2.5Mbps**
Youtube 4k streaming	**15Mbps**
One-to-one video calls on ZOOM, Skype, etc.	**1Mbps**
Multiple (group) calls on ZOOM	**2.5Mbps**
Spotify (audio) (per Spotify connection)	**1Mbps**
Sky-Q / NowTV— using their WiFi systems will cause interference	**4Mbps**

Of particular note

The culprits most responsible for causing interruptions are Sky+ and mesh WiFi systems such as Deco.

When these are mixed with other WiFi equipment and especially if in close range of each other, there is a high probability of issues.

It has been not uncommon to find a WiFi router, a Sky+ box, a printer, a scanner and more all parked up next to each other.

Separate them or connect them up with wires!

So you have added up your total usage— especially at your peak times of internet connection, now ask these questions:

- **What is your total number of devices attached to the internet at your peak times?**

  Computers, LapTops, Tablets (iPads), printers, phones, doorbells, CCTV cameras, Sonos audio systems, meshed systems like TP-LINK Decos and Sky+, TVs, DVDs, satellite receivers (Sky), NAS, VOIP phones, mobile phone network mini-cells, range extenders, powerline devices, etc. etc.

- **What is the total speed requirements?**

- **How many *wired* connections and how many *WiFi* connections do you have?**

  How many people (devices) link to each WiFi router or access point you have installed and what therefore is the requirement for connections and speed on each WiFi unit?

So here's the crunch—are your WiFi routers / access points up to the pressure you are putting on them?
Manufacturers are not good at saying what is a reasonable number of devices that can connect to their kit.

For our further suggestions, please read "Choosing the right Wi-Fi router for your home" in the library on our website.

The guidance above assumes many things but in general gives a view of what is the maximum requirement of any WiFi provision in your home. From this you should be able to assess what router you need.