

## Performing a Speed Test

In order for us to obtain as much information as possible regarding your connection speed, can you please run through the following 2 tests.

1. Make sure that nothing else is 'running' (e.g. Windows Updates, etc).
2. Open a web browser to <http://speedtest.talk-101.com/>  
This test may take a couple of minutes, but note down the result once it has been displayed.
3. Next, disconnect from your ADSL service and reconnect with the following Credentials:  
(Note: Make sure you keep a copy of your existing details!)  
  
Username: speedtest@speedtest\_domain  
Password: password  
WAN IP: automatically assigned
4. Once you have connected, go to <http://www.speedtester.bt.com/> and follow the instructions on screen.  
Note: If you have any trouble access the site, try <http://217.32.105.42/> or <http://217.35.209.142/> instead.
5. Perform a speed test, putting in the telephone number of your ADSL connection into the relevant box.
6. Once the test has been completed, note down the results.
7. Repeat steps 1-6 a few times throughout the day, so that we can gather as much information as possible as to what is happening with your connection.

Once this has been completed, pass on the results to the our support team, so that we can investigate the results further.