



## Slow-speed Troubleshooting Guide

**If you ran a speed test and didn't get the speed you were expecting, please follow this guide.**

**Are you using our equipment or your own?** For the best experience, we recommend using Omni Fiber's premium Wi-Fi 6 and Wi-Fi 6E routers. Our routers utilize the most advanced technology standards to ensure the best possible performance over multiple devices. The best router for your speed plan is included with your service at no extra charge. If you've connected your own router, we recommend switching back to your Omni Fiber premium router.

**Did you connect directly to the main router using an Ethernet cable?** Speed test results over a wireless connection are always lower than plan speeds due to many factors like device capabilities, distance, obstructions, and other devices online. If you have Whole Home Wi-Fi, make sure that the device you are using to run the speed test is connected to the main router and not to an access point.

**If using a wireless connection, how far are you from the router?** You will get the best performance when your device is within 6 ft of your main router, and not blocked by concrete, metal, masonry, plaster, wood, or mirrors.

**Where is the router placed?** Make sure it is placed in an open space, off the floor, avoiding spaces like cabinets, closets, drawers, or behind a TV. Also, put your router away from appliances like refrigerators or microwave ovens that can block the signal.

**What device did you use to run the speed test?** Each device has a maximum speed capacity which can be impacted by the age of the device, speed of the device's processor, and the types of apps running on the device.

**Did you close all programs and apps running on your device and power off other devices sharing your home network?** Other devices connected can slow down your results. Also, make sure you're using the current version of your Internet browser for the best results.

**Are you using a VPN?** When you run a speed test over a VPN, you're actually measuring the speed of the VPN connection. Often, VPNs slow the speed of your connection as your data is encrypted and then sent through a different route than if you were not using a VPN.

**What page did you use to run the speed test?** Third-party sites can be slowed down based on a variety of factors. For accurate results, use [www.omnifiber.com/speedtest](http://www.omnifiber.com/speedtest)

If you are still not getting the speed that you are expecting, please give us a call at 844-844-6664 select your type of service (residential or business), and then select option 3 for technical support. Our technical support agents are available 24 hours a day, 7 days a week.