

What Do Broadband Speeds Actually Mean?

Download Speed is the rate that information is received over your broadband line. For example, the time it takes to download software from the internet onto your computer is determined by the download speed available.

Upload Speed is the rate that information is sent over your broadband line. For example, the time it takes to send high resolution images from your computer to another is determined by the upload speed available.

Broadband speed is measured in Mbps – Megabits per Second. These speeds can be determined by a number of factors. Daisy always aim to get you the best broadband speeds possible.

Use our broadband speed checker to find out what speeds are available in your area: <https://daisygroup.com/broadband-availability-checker/>

What Factors Can Affect Broadband Speeds?

From time to time you may experience slow broadband speeds. This can be caused by a number of internal and external factors.

The length of the line from the exchange or from the PCP (green cabinets) can cause some speeds to be slower than others.

Not being connected directly to the master socket in the premises.

Correct filters needing to be used on all sockets relating to the broadband line.

A **fault** on the broadband line.

A **faulty router** is being used.

Connecting via **WiFi** rather than Ethernet.

Number of people connecting internally, sharing the bandwidth.

One off, high usage events – Microsoft/Apple updates – a large number of people connecting at one time.

Electrical interference from other devices in proximity to the connection.

Peak time congestion – may experience slower speeds during the evening when more people are connecting.

The processing speed of your device, router or modem.

The quality of the wiring inside your premises.

Weather conditions.

Please contact your customer service team if you are having problems with your broadband speeds.