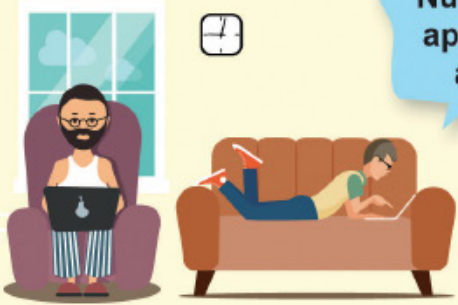


WHAT AFFECTS THE QUALITY OF MY BROADBAND?

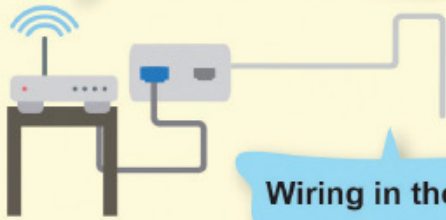
IN THE HOME

Number of devices & applications running at the same time



Age of devices/software

Location of modem, its age & distance to device



Wiring in the house

Interference from appliances

NETWORK



Type of network eg. ADSL/Fibre/Satellite

SERVICE PROVIDER



Number of customers & level of investment in capacity

Fair Use Policy

Your plan

CONTENT



Location & quality of connection



What affects the quality of my broadband?

Broadband Quality

Further help

Is poor internet preventing you from talking with family and friends, watching your favourite shows or uploading photos of your recent adventures?

Poor internet quality can be frustrating and trying to figure out the cause of the issue can be even more annoying. The internet is complex and there are many stages data has to go through to get to and from you. Problems can occur with each stage. Some of these you have control over and may be able to solve, while others you might not.

The infographic in this brochure outlines the various issues that can affect the quality of your broadband.

If you are experiencing slow internet it can be very difficult to identify what is causing the problem. You should talk to your provider about any broadband issues you have. If the problems persist you may want to switch providers.

For more detailed information on what affects the quality of your broadband, visit the ACCAN website: accan.org.au/consumer-info.

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