Customers often ask us how to test, choose, and optimize the spee[d] ...[th]eir Internet connection at ... [wor]ld and Champlain Valley

GREEN MOUNTAIN ACCESS

TEST THE SPEED OF YOUR INTERNET CONNECTION

We recommend you use the Green Mountain Access speedtest site at **speedtest.gmavt.net** to test the speed of your connection. This is important information to have in order to determine if Internet changes need to be made.

bits per second
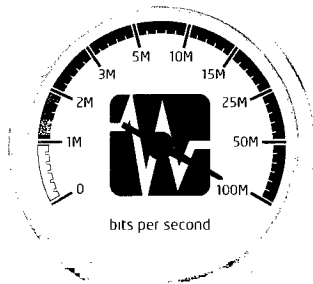
Follow these steps:

- Limit the number of applications and devices using your Internet connection at the time you do the Green Mountain Access speedtest.

- Test your wired (as opposed to Wi-Fi) Internet performance first. To do this, connect an Ethernet cable from the back of your router to your laptop or computer.

CHOOSE THE RIGHT INTERNET PLAN

Internet usage has changed significantly in the recent years. Depending on your online activities and the number of devices you have connected, it may be time to upgrade your speed.

Start by asking yourself the following questions:

- **How many Internet-connected devices do you have?** In addition to desktop computers and laptops, be sure to count smartphones, tablets, ebook readers, gaming systems, cameras, smart TVs, and smart home equipment such as thermostats, surveillance systems, etc. Because your Wi-Fi signal is shared by all devices on your network, the more devices you have connected, the slower your performance will be.

- **How many family members are typically online and what are they doing?** Streaming movies and TV shows? Downloading music? Playing games? Connecting on Facebook, Pinterest, and Twitter? Many households now need more Internet speed to handle more users and more devices.

If your speed is no longer adequate, you may be experiencing annoying slowdowns such as video buffering. To explore a speed upgrade at your location, visit **www.wcvt.com/services/ internet/high-speed-lookup** or call our Customer Service Department at 888-321-0815.

A WIRED CONNECTION IS ALWAYS THE BEST

A physical wired connection from your Internet router to your device is always the fastest, most reliable connection and should be use whenever it makes sense. Connecting your devices via Wi-Fi is more convenient, but speed and reliability will be reduced. Try to match each of your devices with the best connection option. For example, you might use a wired connection for desktop computers, laptops, and gaming consoles. But for mobile devices that don't support a wired connection or when using one isn't feasible, choose your Wi-Fi network.

INSIDE WIRING REQUIREMENTS

Inside wiring is critical to maximizing the performance of DSL (non-fiber) Internet connections. At minimum, the use of Category 5, twisted-pair inside wire from Waitsfield and Champlain Valley Telecom's Network Interface Device (NID) is recommended. This NID is usually a square gray box located on the exterior, where the telephone outside plant connects to your home's or business's inside wiring. Do not use substandard wire such as speaker wire or "daisy chaining" of telephone jacks; the result will be a poor Internet connection.

FOR MAXIMUM RELIABILITY, USE AN UNINTERRUPTIBLE POWER SUPPLY

We highly recommend using an Uninterruptible Power Supply (UPS). It offers the safety of a battery backup for your router and computer equipment. A UPS will also provide consistent, clean power to your Internet router and help avoid equipment damage resulting from power fluctuations.

Try our faster speeds FREE for 60 days!

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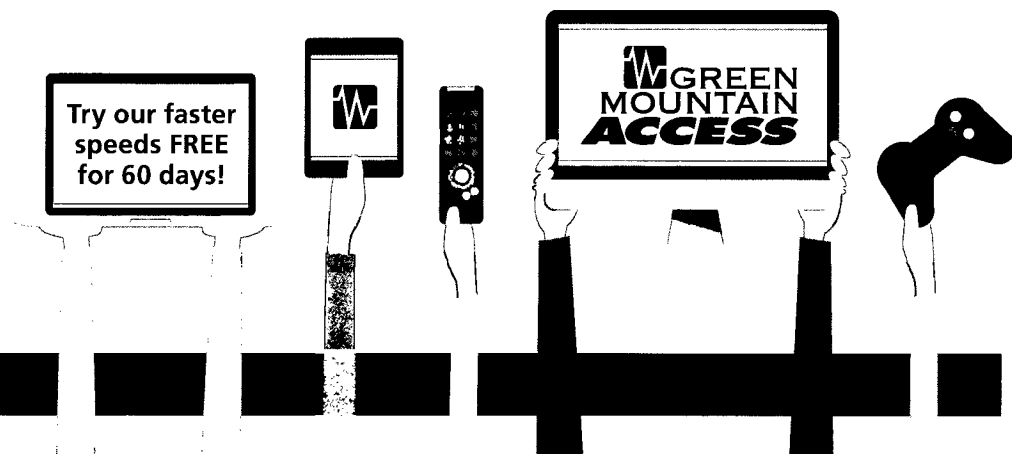
TIPS FOR OPTIMIZING YOUR WI-FI NETWORK

There are a variety of factors that can affect the performance of your Wi-Fi network. For best results, do the following:

The BEC 8920ac router from Green Mountain Access is designed to provide enhanced Wi-Fi performance to your home or small business.

- **Properly locate your router.** This is the best place to start. The placement of your Wi-Fi router is critical to maximizing the speed and reliability of your Wi-Fi connection. Your router should be in the center of your home, closest to the location where you frequently use your devices. This is because walls, appliances, and distance will all degrade performance. When troubleshooting Wi-Fi problems, we often find the cause to be routers placed in suboptimal locations such as in the basement, the corner of the house, or an upstairs office. These locations are often used because they are conveniently located next to a telephone jack, so the initial installation was easier. However, it is well worth the effort to install your router in the best location possible for optimum performance.

- **Minimize interference.** Because they operate in the same frequency, cordless phones should be located as far away from your Wi-Fi router as possible to avoid speed and reliability problems. Other common causes of Wi-Fi interference include fluorescent lights, compact fluorescent light bulbs, metal, mirrors, and radiant floor heat.

- **Secure your Wi-Fi network.** Are your neighbors using your Wi-Fi? Remember, the more devices you have connected, the slower the Wi-Fi performance. We highly recommend you secure your Wi-Fi network with a password.

- **Protect your devices from threats.** Viruses, adware, and spyware can make a device and Wi-Fi network unusable. All devices should utilize a firewall and antivirus software, and be sure to stay current with all software updates.

- **Select the best frequency.** Our latest Wi-Fi router provides dual band coverage in the 2.4GHz and 5GHz frequencies. If your devices support it, we recommend first selecting 5Ghz, which is a faster frequency. However, if your Wi-Fi is not working satisfactorily throughout your house, switch to 2.4Ghz, which has a longer range. To learn more about selecting the best frequency, visit www.gmavt.com/wifi_tips or contact our Tech Support team.
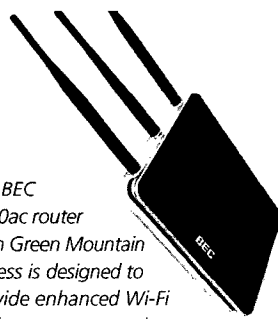
How to Contact Us

Technical Support: 802-496-8598 (local) • 888-321-0815 (toll-free)
Local support is available Mon.-Fri. from 8:00 a.m. to 5:00 p.m. Our after-hours partner provides extended support Mon.-Fri. from 5:00 p.m. to 8:00 a.m. as well as 24 hours a day on weekends and holidays.

Email: info@greenmountainaccess.net
Website: www.greenmountainaccess.net (Live Chat available)

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STREAMING MUSIC ON LAPTOP

PLAYING GAMES ON DESKTOP

STREAMING HD MOVIES ON TV

ENJOYING VIDEO CHATS ON TABLET

DOWNLOADING APPS ON PHONE

Optimizing Your Internet Speed

SMART RURAL COMMUNITY

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