

My Wi-Fi is **slow!**

What should I do?

- Yes** Have you turned the router off and on again? **No** Turning your router off and on can automatically reboot and restore your system.
- Yes** Have you run a speed test on your network? **No** Run a speed test to check the speed of your Internet connection. This measures the time it takes for the server to reply to a request from your computer.*
- Rent** Do you rent or own your router? **Own** Check your owner's manual or look up your router's model number to ensure it can handle your Internet speed.
- Yes** Is your router located in a central/open area? **No** Locate your router centrally in your home, with a clean line of sight to where you use wireless devices. Walls, floors, furniture and household items can slow down or block Wi-Fi signals.
- Just a few** How many users/devices are simultaneously connected? **A lot** The more connected devices in your household, the slower the network is for all users. Typical devices include tablets, laptops, computers, gaming systems and smart home devices. Consider upgrading to a higher speed.
- No** Do you have any older devices? **Yes** Some older devices can't accommodate higher speeds, resulting in bottlenecks that slow everything down. Newer devices are only as fast as the slowest connected device.
- Typical stuff** What types of devices are on your network? **Multiple online devices** Some devices rely on higher speeds for optimal functioning, which can slow down other connected devices. For those requiring heavy bandwidth, we recommend a wired connection or upgrading to a faster speed.
- No** Do you stream HD content and play online video games? **Yes** Some tasks consume an uninterrupted flow of data and bandwidth, lowering the capacity for all other devices. Shut down or deactivate devices, software and apps when not in use. Also consider upgrading to a higher speed.
- Yes** If your Wi-Fi password protected? **No** If your neighbors are accessing your Wi-Fi, their activity online will slow you down! Protect your network with a password and don't share it.

Want to upgrade to a faster speed or need additional assistance?
Visit clearwavefiber.com/support

Should I lease my router from Clearwave Fiber or buy my own?

Our Wi-Fi routers are designed specifically for high-speed Internet. If the technology changes or if there's a problem with the router itself, we'll update or replace your router at no additional fee. If you choose to purchase your own router, you'll need to ensure that it can handle your current Internet speed and Wi-Fi needs. If the technology changes or if the router fails, you'll need to buy and replace that router yourself.

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*Broadband speeds may not be available in all areas, are not guaranteed, are subject to a number of factors, and are measured via direct connection (not via Wi-Fi)
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