

Slow Speeds? Let's take a look!

1. Make Sure The Website You Are Using To Perform Your Speed Test Is “www.speedtest.net” By Ookla.

- When performing a speed test, be sure to visit “www.speedtest.net” for the most accurate reading. Before testing make sure that your provider is listed as “Holston Electric Cooperative” and your server is listed as “HolstonConnect” in Rogersville, TN.

2. Are You Still Testing Slow? Let's See What Wi-Fi Network You Are Connected To!

- Depending on which Wi-Fi network you are connected to can affect your speeds.
- A normal download and upload speed range for a **2.4G Wi-Fi** network can be between **5 Mbps** and **110 Mbps** depending on the devices connected.
- Connecting to a **5G Wi-Fi** network can provide faster speeds as long as your device is capable.

3. You Can't See The 5G Network?

- If you are unable to see the **5G Wi-Fi** network that probably means that your device is not capable of connecting that fast.

4. Have You Tried Connecting Your Device With An Ethernet Cable?

- A wired connection to your router will provide the fastest and most stable connection to your device!

