How can I improve my broadband?

There are some factors affecting your broadband performance that are out of your provider's control. This fact sheet shows you a few things you can try to improve your broadband performance yourself.

WiFi signal and devices

Put your router in a central location, ideally within the line of sight of where you use the internet most. Place it somewhere off the ground and away from electronic devices such as microwaves, cordless phones and baby monitors. WiFi signal weakens as you get further away from your router. Consider using a WiFi range extender to improve the signal in rooms that are further away. Extenders are available at most electronics stores.

For the best WiFi performance keep your router, devices (eg, phone, tablet, laptop), and software up to date. It might pay to upgrade these if they are more than few years old. If your friend has a newer device which gets better performance on your WiFi, this could indicate that your device is contributing to the issue.

Plugging your devices into your router using an Ethernet cable will provide better performance, but this is not always possible or practical.

If you suspect you have a problem, our fact sheet *How is my broadband performing?* will help you spot potential issues and let you know when you should contact your provider.

Your usage, plan and provider

If your plan has a data cap, your provider might reduce your broadband speed if you exceed your limit. If you regularly exceed your data cap, sign up to your provider's usage alerts or consider a higher limit or unlimited plan.

The technology (eg, ADSL, VDSL, fibre) that your broadband is provided over can affect the performance, especially if your household has multiple devices doing things like streaming videos at the same time. *How do I choose my broadband?* has information on selecting the right plan for you.

Broadband performance can also vary between providers, even on the same technology. Check out the independent testing[1] we fund for a comparison of the different broadband providers' performance.
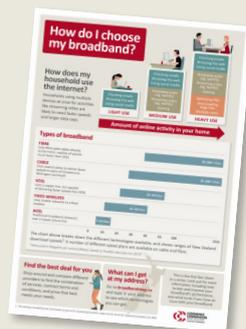
Other users

Typically, at 6-11pm weekdays ('peak hours'), when more people are using the internet, congestion on the network may cause a drop off in broadband performance. If you find this keeps happening, and you need to download large files, like software updates, consider downloading them outside peak hours.

Make sure your WiFi is password protected to prevent others from using your broadband and slowing it down.
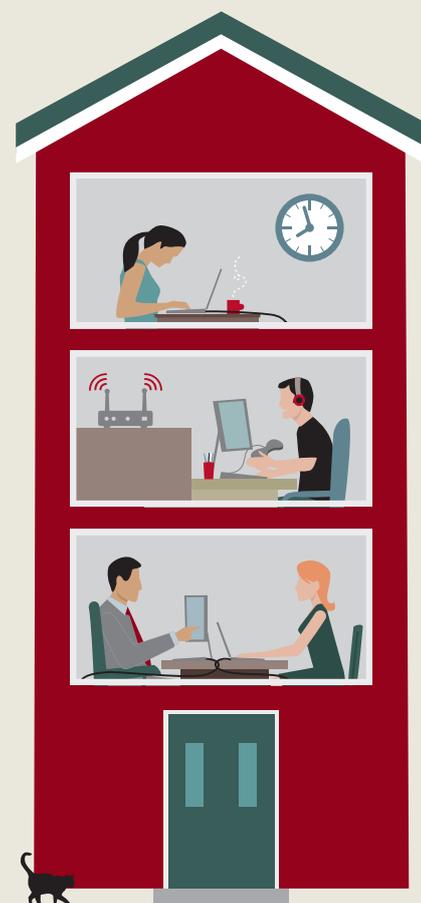
1. This testing is funded by the Commission as part of its monitoring functions under section 9A of the Telecommunications Act 2001

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Te Komihana Tauhokohoko