



Star Communications LLC.

SPEED TEST INSTRUCTIONS

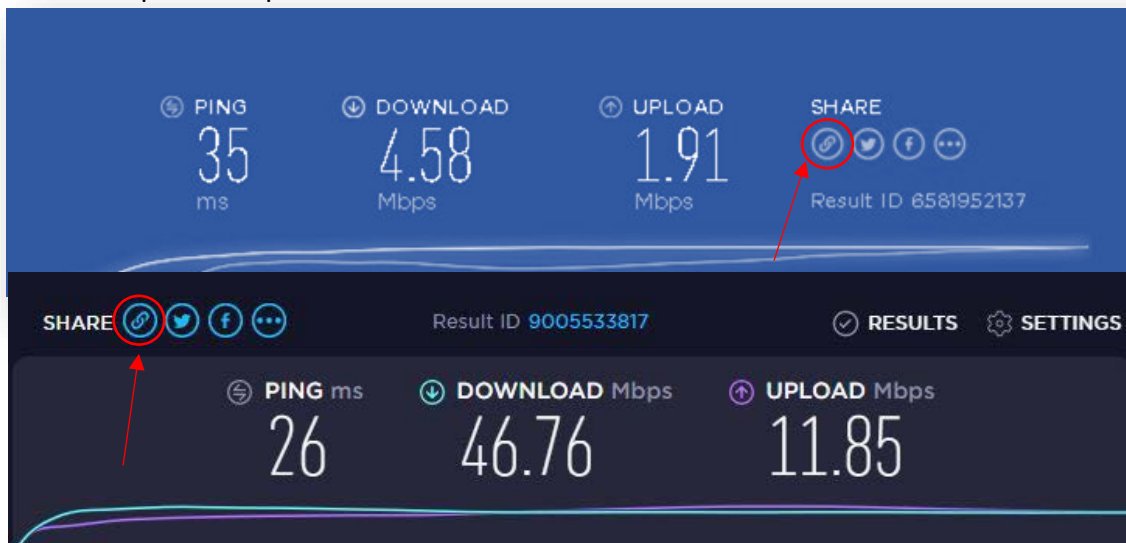
1. Here is a link to a very informational video on our website explaining how to run a speed test using speedtest.net
 - <https://www.starcomwi.com/support.php>
2. Please make sure that when you do a speed test it is done within visual range of your router (make sure you and the device you are using is located close enough that you can physically see the router).
3. Open your local internet browser (Google, Firefox, Explore, etc.)
4. In the address bar type in www.speedtest.net
 - **Make sure your server is set to Minneapolis or Mintonka MS.**



5. You will see GO in the middle of your screen. Click it.



6. When the test is complete it will automatically give you 3 sets of results.
 - a. Ping ms
 - b. Download Mbps
 - c. Upload Mbps



7. If the speed test result is much slower than your package speeds submit the speed test results to support@starcomwi.com. You can do this by clicking the share link.
8. Please give support the following additional information in the email so they know exactly what they are looking at.
 - a. The type of device you are using to perform the speed test (laptop, Chromebook, desktop PC, tablet/iPad/Kindle/etc., cell phone, gaming system, smart TV, etc.)
 - b. If you are doing the speed test with a wireless device, are you close enough to see your router (within visual range of router as discussed above)?
 - c. Have you tried a hard-wired connection to your laptop/desktop/TV (if that is where the problem lies)?
 - d. Does the problem seem to happen at a certain time of day or night or is this problem a consistent problem?
 - e. How long has this problem been happening (days, weeks, etc.)?
9. If you can't submit the results to our support email, you can call our office at (920) 560-2437 and speak with our customer service rep.

Just a few tips on running Speed Tests

Doing multiple speed tests in a row will lead to slower results, but those results will also be incorrect/inaccurate. Speedtest.net must compete for bandwidth with everything else that could be using your network connection. So, if you have a YouTube video streaming on your Kindle at approximately 1mbps while you're running a speed test, then your Speedtest.net result will be about 1mbps slower than the maximum speed your connection is delivering. This is why we typically recommend testing when there isn't any other internet activity going on/when no one is using the internet for any reason, so please turn off or disconnect all other devices from the internet to ensure the device you are using to perform the speed test gives accurate information. We ask that you do this so the speed test can completely saturate your connection all by itself and get an accurate reading of your connection speed to ensure a device within your home is not slowing the connection down.

Speed tests should be spaced to a maximum of 2 per day because it puts a serious strain on your system and results will greatly vary if they are run back to back, so only run a Speed test when you notice it is running very slow. If you are running them near the same time, please make sure they are spaced at least 30 minutes apart to give your connection time to recover.

