

What factors affect my high-speed internet service connection speed?

Qwest configures our network so that your line can achieve the maximum speed available. Due to the factors listed below, not all lines can support the full available speed. The actual throughput and connection speed of your service depend on a number of factors such as:

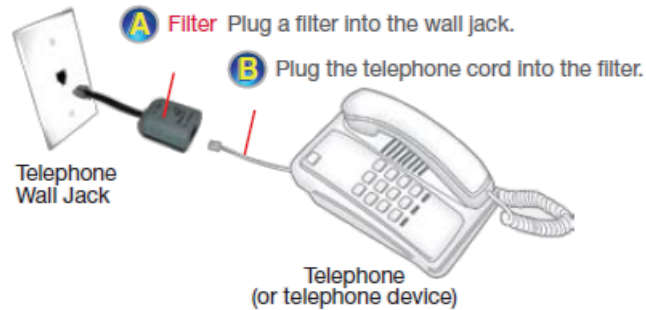
- **Internet Traffic-** Congestion through the World Wide Web can interfere with your speed. This is similar to a freeway you drive your car on. You may have a very fast car, but if the traffic on the freeway is slow, it's going to affect how fast your car can go. Click [here](#) to test your connection speed.
- **Outside Loop Length-** The distance of your home from a remote terminal or a Qwest central office. The farther away you are the more attenuation you will have. Attenuation is a measured amount of signal loss over a certain distance.
- **Malware- [Malicious software](#)** such as viruses, worms, trojans, adware, or spyware can hog resources on your computer and can also hog your available internet bandwidth. Make sure your computer is clean and that your prevention software is up to date.
- **Website Server Speed-** The available upload speed of the Web sites you are trying to connect to may affect the speed you retrieve information or data from them. You can only download a file or Web page at the available upload speed of the server you are connecting to. If multiple internet users are downloading from that server at the same time or the subscribed upload speed of the server is low, you will see a decrease in connection speed to that server.
- **LAN Congestion-** The speed of internet you subscribe to is the total bandwidth available for that circuit. For instance, if you have 3 computers downloading the same Webpage at the same time on a 1.5mb circuit, then the max bandwidth for each computer will be .5mb (.5mb x 3 computers = 1.5mb). Other peripherals such as hardware firewalls and extra routers can cause latency on your home network which will decrease the download rate.

- **Lack of Proper Filtering-** Your DSL shares the same line as your home telephone equipment. Because of this, if the DSL signal is not properly filtered on this equipment, you will experience signal interference which will cause a decrease in speed. Make sure any telephone equipment (Except the DSL Modem) has a filter installed at the phone jack. This includes: telephones, satellite TV boxes, fax machines, home alarm systems, and even some water meters.

Install your filters

Filters separate the voice and broadband signals so you can talk on the phone and be online at the same time.

Important: All filters must be connected before setting up your Standard Modem. Filters will make sure you get the best Internet connection possible and will prevent static on your telephone. For each telephone or telephone device that is on the same line (same telephone number) as your Qwest Broadband service, find the telephone wall jack and complete steps A and B.



Test the telephone (or the device) to ensure it's working properly.

Repeat steps A and B for all telephone devices that are on the same line (same telephone number) as your Qwest Broadband service.

Devices could include:

- Telephones
- Answering machine
- Caller ID box
- Satellite TV receiver
- TiVo box
- Dial-up modem
- Fax machine
- Automatic water meter

Not enough filters?

You must disconnect any device that does not have a filter until you get more filters in order to complete the installation of your broadband service. To order more filters, call Qwest sales:

1 800-244-1111 (Residential)

1 800-603-6000 (Small Business)

More information on connection problems is available on this page. You may also be interested in [QuickCare™](#), a free self-help tool that can help you troubleshoot and repair your Qwest® High-Speed Internet service.