

How to Perform a Speed Test

⇒ Speed testing is only required if you find your connection to be consistently sluggish or if there are noticeable slowdowns when you have checked that your connection is not in use.

⇒ **Instructions:**

To allow us to determine if you currently have a speed issue with your service we need you to carry out testing, as per the guidelines below. The spacing of the tests is very important.

⇒ **Guidelines:**

1. A minimum of 3 speed tests need to be run over the space of a day. While this is the minimum, any additional tests you have time for will provide us with better information.
2. If you are only doing the 3 tests, then the speed tests to be carried out with a minimum of 4 hours between each test.
3. The test to be conducted is the one on the Clear Networks speed test server (please refer to Section A below for instruction).

⇒ We suggest these tests are done first thing in the morning (before 8am), around midday and again in the evening. The closer you can adhere to this, the more useful the information is to us. If you work during the day then we suggest a test first thing before you go to work, as soon as you get home and just before you go to bed. Please remember that we do require minimum of 4 hours between each test.

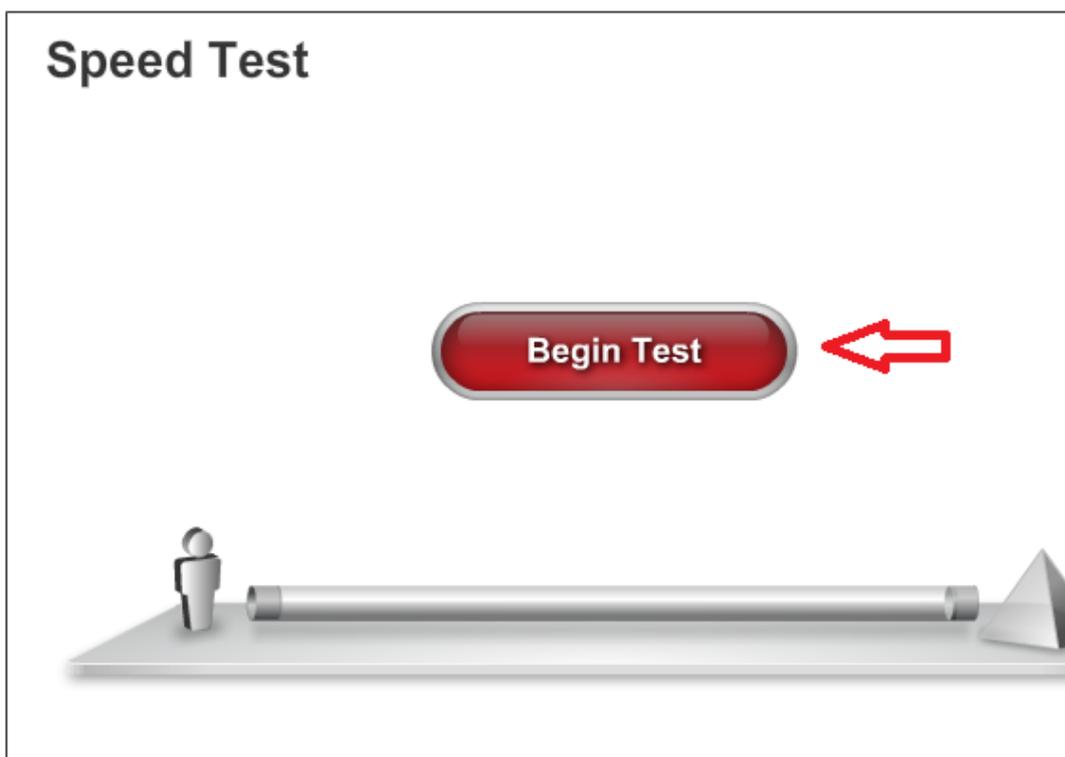
Note: if the speed test passes but you are still not happy with your speed then please contact our sales team to see if a plan upgrade maybe suitable. They can be contacted via Live Chat, 1300 855 215 or sales@clearnetworks.com.au.

The DBCDE guidelines stipulate that we must provide 60% of the advertised speeds 85% of the time.

⇒ **Section A**

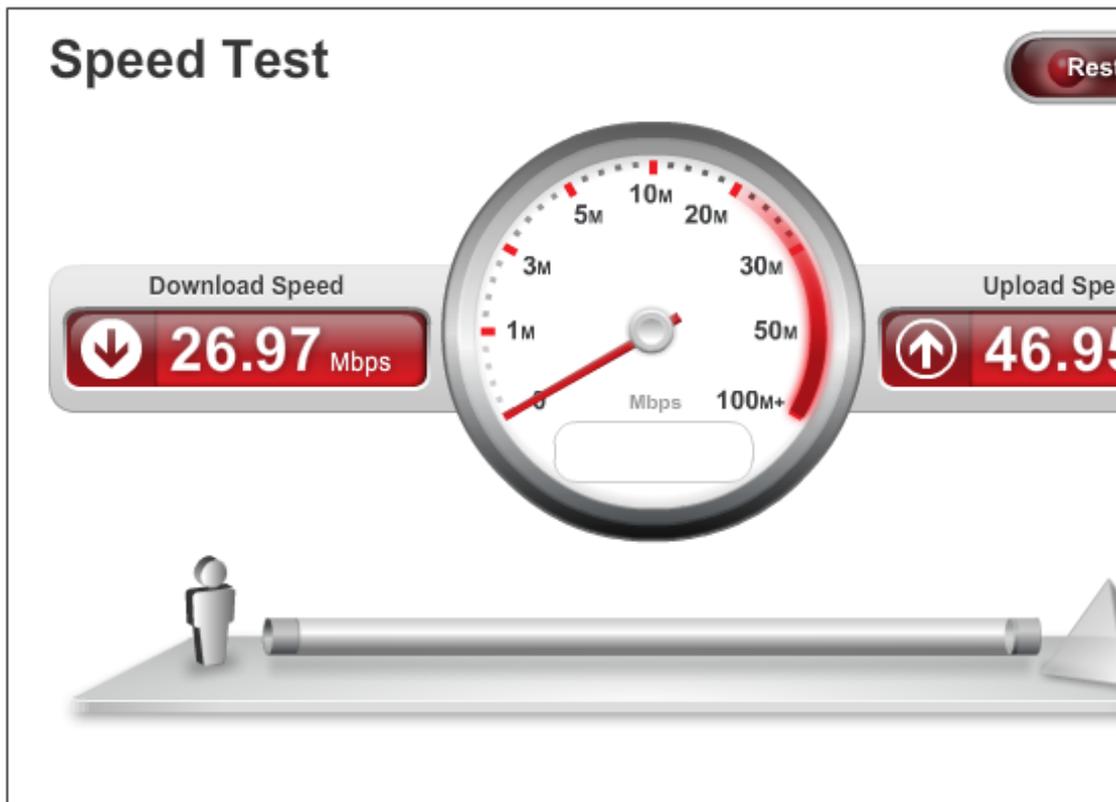
To run the Clear Networks speed tests please:

- 1) Disable any **anti-virus** and / or **firewalls** whilst doing the speed test only.
- 2) Please make sure you are not going through a **router** or **switch**.
- 3) Please go to <http://www.clearnetworks.com.au/start-speed-test>. Ignore the instruction to "Run the Speed test when instructed to do so by the Clear Networks customer support representative", please just click "**Begin Test**" as soon as it appears.



This test will take approximately 1 minute, expect 30 seconds for each test.
Do not attempt to use your PC during the test and ensure any downloading programs (BitTorrent, LimeWire, FrostWire) are closed prior to testing

⇒ Speed Test Result Window,



Last Result:

Download Speed: **26967** kbps (3370.9 KB/sec transfer rate) ←

Upload Speed: **46947** kbps (5868.4 KB/sec transfer rate) ←

7/7/2014 10:54:19 AM

Thankyou for running the test, if your speed is greater than 60% of your advertised speed 85% of the time this is within DCITA requirements for service providers.

4) If any test that fails to display a download and upload speed and email it to **support@clearnetworks.com.au**, including the exact time and date that the test was run, and what section of the speed test failed.

i.e. Dear Support,

I have just run a speed test and the results are as follows:

Time test was run: 3:40PM

Date: 7/7/14

Download: 453

Upload: displayed 156 then got stuck for around 10 and then showed "Upload Failed"

Thanks

John Smith

CN01234

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