

How to Check Your Internet Speed - Complete Guide

TeleCorp - Customer Support

Why Check Your Internet Speed?

Common reasons to test your speed:

- Internet feels slower than usual
- Streaming videos buffer frequently
- Online games lag or disconnect
- Video calls are choppy
- Large files take too long to download
- To verify you're getting what you pay for

Time required: 5 minutes

Before You Test

Prepare for Accurate Results

Close unnecessary programs:

- Streaming services (Netflix, YouTube, Spotify)
- File downloads or uploads
- Video calls (Zoom, Teams, Skype)
- Online games
- Cloud backup services

Connect properly:

- **Best:** Use ethernet cable directly to router
- **Good:** Connect to 5GHz WiFi close to router
- **Avoid:** 2.4GHz WiFi or far from router

Other devices:

- Ask family members to pause streaming/downloads
- Turn off automatic updates on other devices
- Disconnect smart TVs, tablets temporarily

Method 1: TeleCorp Official Speed Test (Recommended)

Using Our Speed Test Tool

1. **Go to:** speedtest.telecorp.com
2. **Click "Start Test"**
3. **Wait for completion** (takes 30-60 seconds)
4. **Compare results** to your plan

Why Use TeleCorp Speed Test?

- Tests connection directly to our servers
 - Most accurate for your TeleCorp service
 - Results we can verify if you call support
 - No third-party interference
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Method 2: Third-Party Speed Tests

Recommended Testing Sites

Speedtest.net (Ookla)

1. Go to www.speedtest.net
2. Click "GO" button
3. Wait for test to complete
4. Note download/upload speeds

Fast.com (Netflix)

1. Go to fast.com
2. Test starts automatically
3. Click "Show more info" for upload speed
4. Good for streaming performance

Google Speed Test

1. Google search: "internet speed test"
2. Click "Run Speed Test"
3. Wait for results
4. Simple and reliable

Multiple Test Strategy

- **Run 3 tests** at different times
 - **Use different test sites**
 - **Take average** of results
 - **Test at peak hours** (7-10 PM) and off-peak
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Understanding Your Results

Key Metrics Explained

Download Speed (Mbps)

- How fast you receive data from internet
- Most important for streaming, browsing
- Should match or be close to your plan speed

Upload Speed (Mbps)

- How fast you send data to internet
- Important for video calls, file sharing
- Usually lower than download speed

Ping/Latency (ms)

- Time for data to travel to server and back
- Lower is better (under 50ms = good)
- Important for gaming and video calls

Jitter (ms)

- Variation in ping times
- Lower is better (under 10ms = good)
- Affects call quality and gaming

Speed Requirements by Activity

Basic Internet Use:

- Email, web browsing: 1-5 Mbps
- Social media: 3-5 Mbps

Streaming:

- SD video (480p): 3-4 Mbps
- HD video (1080p): 5-8 Mbps
- 4K video: 15-25 Mbps
- Multiple streams: Add speeds together

Video Calling:

- Standard video call: 1-2 Mbps
- HD video call: 2-4 Mbps
- Group video calls: 4-8 Mbps

Gaming:

- Online gaming: 3-6 Mbps
- Game downloads: 25+ Mbps preferred

Work from Home:

- Basic work: 5-10 Mbps
 - Video conferencing: 10-20 Mbps
 - Large file transfers: 25+ Mbps
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Interpreting Your Results

Good Results

- **Download speed:** 80-100% of your plan speed
- **Upload speed:** 80-100% of advertised upload
- **Ping:** Under 50ms
- **Consistent speeds** across multiple tests

Concerning Results

- **Download speed:** 50-79% of plan speed
- **Upload speed:** Below 50% of advertised
- **Ping:** 50-100ms
- **Speeds vary widely** between tests

Poor Results

- **Download speed:** Under 50% of plan speed
 - **Upload speed:** Under 25% of advertised
 - **Ping:** Over 100ms
 - **Test fails** or times out
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Factors That Affect Speed

Time of Day

- **Peak hours (7-10 PM):** Speeds may be slower
- **Off-peak hours:** Usually faster speeds
- **Weekends:** May be slower due to higher usage

Connection Type

- **Ethernet cable:** Fastest, most reliable
- **5GHz WiFi:** Fast but shorter range
- **2.4GHz WiFi:** Slower but longer range
- **Distance from router:** Affects WiFi speeds

Network Congestion

- **Multiple users:** Sharing bandwidth
- **Background apps:** Using data without you knowing
- **Smart devices:** IoT devices consume bandwidth
- **Neighbors:** In shared connections (apartments)

Technical Issues

- **Old router/modem:** May limit speeds
 - **Outdated WiFi standards:** Slower connections
 - **Interference:** From other electronics
 - **Line issues:** Problems with physical connection
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Troubleshooting Slow Speeds

Quick Fixes to Try

Restart Your Equipment

1. Unplug modem for 30 seconds
2. Unplug router for 30 seconds
3. Plug modem back in, wait 2 minutes
4. Plug router back in, wait 2 minutes
5. Test speed again

Check WiFi Connection

- Move closer to router
- Switch to 5GHz network if available
- Use ethernet cable for testing
- Restart WiFi on your device

Close Background Apps

- Check for downloads/uploads
- Close streaming apps
- Pause cloud backups
- Check for system updates

Advanced Troubleshooting

Update Equipment

- Update router firmware
- Update device network drivers
- Check for device software updates

Check for Interference

- Move away from microwaves, baby monitors
- Change WiFi channel in router settings
- Use 5GHz band instead of 2.4GHz

Network Optimization

- Enable QoS (Quality of Service) in router
 - Prioritize important devices
 - Schedule updates for off-peak hours
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When Your Speeds Are Consistently Low

Document the Problem

Keep a speed test log:

- Date and time of each test
- Speed results (download/upload/ping)
- What you were doing online
- Which devices were connected
- Test method used

Take screenshots of speed test results

Verify Your Plan

- Check your TeleCorp bill for plan details
- Confirm advertised speeds vs actual speeds
- Note if you have data caps or throttling

Contact TeleCorp Support

Call us when:

- Speeds consistently under 50% of plan
- Problem persists after troubleshooting
- Multiple devices affected
- Issue impacts work or education

Have ready when calling:

- Your account information
 - Speed test results and screenshots
 - Times when problem occurs
 - Troubleshooting steps you've tried
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Mobile Speed Testing

Testing on Your Phone

WiFi Speed Test:

1. Connect to your home WiFi
2. Use TeleCorp speed test app or website
3. Test in different rooms
4. Compare to plan speeds

Mobile Data Speed Test:

1. Turn off WiFi on your phone
2. Use cellular data only
3. Test your TeleCorp mobile plan speed
4. Compare to mobile plan limits

Mobile Speed Factors

- **Signal strength:** More bars = better speed
 - **Network congestion:** Busy towers are slower
 - **Data throttling:** After using monthly allowance
 - **Location:** Urban vs rural differences
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Speed Test Best Practices

When to Test

- **Multiple times per day** for accuracy

- **Different days of the week**
- **Peak and off-peak hours**
- **Before and after troubleshooting**

How to Test

- **Use ethernet when possible** for most accurate results
- **Test from same location** each time
- **Close all other internet applications**
- **Use same device** for consistency

Keeping Records

- **Monthly speed checks** to monitor performance
 - **Document any issues** with dates and times
 - **Save screenshots** of problematic results
 - **Track improvements** after changes
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Understanding TeleCorp Plans

Residential Internet Plans

Basic Plan - 25 Mbps

- Good for: 1-2 users, basic browsing
- Streaming: 1 HD stream
- Upload: 3 Mbps

Standard Plan - 100 Mbps

- Good for: 3-4 users, moderate use
- Streaming: 2-3 HD streams
- Upload: 10 Mbps

Premium Plan - 300 Mbps

- Good for: 5+ users, heavy use
- Streaming: Multiple 4K streams
- Upload: 30 Mbps

Gigabit Plan - 1000 Mbps

- Good for: Large households, work from home
- Streaming: Unlimited 4K streams
- Upload: 100 Mbps

Business Plans

Contact our business team for enterprise-grade speeds and service level agreements.

Quick Reference

Speed Test Checklist

- ☐ Close all other internet apps
- ☐ Connect via ethernet if possible
- ☐ Test at different times
- ☐ Use TeleCorp speed test tool
- ☐ Compare to your plan speed
- ☐ Document any issues

Contact Information

- **Customer Support:** 1-800-TELECORN
- **Technical Support:** 1-800-TECH-TEL
- **Online Speed Test:** speedtest.telecorp.com
- **Account Management:** my.telecorp.com

Normal Speed Ranges

- **Excellent:** 90-100% of plan speed
 - **Good:** 80-89% of plan speed
 - **Fair:** 70-79% of plan speed
 - **Poor:** Under 70% of plan speed
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Need help interpreting your results? Chat with our technical support team 24/7 or schedule a technician visit through your online account.