Why is my internet slow?

Technical Support · https://quickline.co.uk/knowledge/why-is-my-internet-slow/

Typical signs of slow speeds are web pages taking a long time to load, games lagging, or videos buffering. If your internet does feel slower than it should be, there could be several reasons behind it. Here’s how to narrow it down:

1. Start with the Basics

Check if the issue is limited to:

- **One specific device** (e.g., phone, laptop), try a different device and see if it has the slow speeds too. If it doesn't then we know it may be the device that is struggling rather than the whole internet service.
- **One website or app**, try a different website or application to see if the same slow speeds occur. If you try a different website and it's working we know it's not your internet that is slow and it's likely the website or application you where trying to access having some trouble!

2. Test Your Internet Speed

To get an accurate picture of the speed being delivered to your home:

- **Connect a wired device directly to your router using an Ethernet cable** (Laptops, Desktops etc)**.**
- **Run a speed test**

If your slow speed issue seems to go away when your device is plugged in via Ethernet cable, your internet service is likely working as expected. If your wireless devices are struggling with slow speeds, any issues are probably related to your **Wi-Fi** connection.

3. Wi-Fi

If your speeds drop significantly when using Wi-Fi (and seem fine when you're wired in), common causes include:

- **Distance from the router**: Signal strength weakens with distance.

- **Obstacles or interference**: Thick walls, microwaves, and other devices can disrupt your signal.
- **Too many connected devices**: Multiple users streaming, gaming, or downloading can slow things down.
- **Outdated equipment**: Older routers or devices may not support higher speeds.

To make sure you're making the most out of your Wi-Fi check out this handy article.

Need More Help?

If you're still struggling with slow speeds, contact our technical support team.

We’re here to help

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