### National Broadband Plan

The National Broadband Plan is a Government strategy designed to deliver high speed broadband services to all businesses and households in Ireland.



Using your Eircode, check your address on the National Broadband Plan High Speed Broadband Map www.broadband.gov.ie



If you are in a BLUE area contact a Retail Service Provider in your area to place an order.



If you are in a LIGHT BLUE area check the **www.fibrerollout.ie** website to find out when high speed broadband will roll out in your area.



If you are in an AMBER area you will get high speed broadband under the State intervention phase of the National Broadband Plan. Check out our website for updates and progress reports at www.broadband.gov.ie

### For further information

#### Visit:

www.broadband.gov.ie or www.dccae.gov.ie

### **Email:**

broadband@dccae.gov.ie

National Broadband Plan Customer Service Team, Department of Communications, Climate Action and Environment, 29-31 Adelaide Road, Dublin D02 X285

### Also available in this series of leaflets:

National Broadband Plan
What is the National Broadband Plan?

National Broadband Plan What is the High Speed Broadband Map?







## National Broadband Plan

### Making the most of your broadband



# Understanding your broadband speed

### How broadband is delivered to your home affects the speed you get

Broadband can be delivered by a fixed network (physical wires) or by a wireless network (fixed wireless or a mobile network).

#### **Broadband** over fixed

The speed you get over a fixed network depends on your distance from a network point (e.g. cabinet, exchange, etc). The further away you are the lower the speed.

### **Broadband over wireless**

Any object that is between your device and the mast will interfere with the signal and reduce the signal strength. This could be trees, buildings, terrain (mountains, etc.).

The number of users on the network and the distance to the mast will also affect your speed.

### **Checking your speed**

The best way to check speed is by directly connecting your computer/laptop to your wireless modem/ router.

- Connect with an ethernet cable (usually a yellow cable supplied with the modem).
- Switch off WiFi and shut down any programs that are downloading data.
- Google 'speedtest'. Your service provider may have a speedtest widget on their website or you can select an independent.
- Pick a server in Ireland (using a server in the UK or beyond will affect the result).

# Making the most broadband at home

There are a number of ways to get the best from your broadband

### Interference from other devices

- If you are using wireless to make a connection then other wireless devices may interfere. DECT phones (wireless handsets for fixed lines) and baby monitors can cause a lot of interference. Other wireless devices like TV senders (Chromecast and Apple TV) may also interfere.
- Move baby monitors, DECT phones, etc. away from your wireless modem to improve the signal. Check with your service provider as to how to change the WiFi channels to get a better signal.

### Position of your wireless modem

 The position of your wireless modem can affect the wireless performance. If the wireless modem is against a wall, beside a large metal object like a radiator or beside a mirror, the wireless signals can be affected. In older houses the thicker walls will interfere and in newer houses the foil backed plasterboard will also interfere.

### **Distance from your devices**

 The distance of your device from the wireless modem will affect the quality of the signal.
 The limit for good WiFi is about 30m when unobstructed by walls, etc.

### **Extending WiFi coverage**

 Wireless coverage can be extended/improved by using 'Powerline adapters'. These adapters plug into the sockets in your house and extend the WiFi coverage into hard to reach areas.

# Keeping your computer in good shape

Your computer/device can get clogged up with unnecessary data and this can slow down its performance.

Here are some ways to get the best from your devices

### **Regular updates**

 Make sure that your computer gets regular updates to keep the operating system up to date.

### **Clearing the cache**

- Clear the browser cache on a regular basis by deleting cookies. Your computer stores all kinds of information when you visit a web page. This is to make it easier to reload next time you visit page or website. But when the cache is full it slows down.
- There are many programs available that will clean your computer and search for Spyware and other unwanted software.

### Keep your browser up to date

• Keep your browser up to date with the latest version or change to a newer one.

### Streaming and peer to peer traffic

 You may have peer to peer traffic running in the background. This will slow down the performance of your computer and use up bandwidth. Disable or delete such programs.