



ACT Fibernet offers you lightning fast speeds with greater data download for a seamless internet experience. But sometimes, even with a great connection, you find that you may can't catch a signal in certain corners of your home.

Thankfully, there's a fix for this.

GET INCREDIBLY FAST SPEEDS. ALL DAY, EVERY DAY.

If you have not crossed your FUP limit, there is no reason why you shouldn't be able to surf incredibly fast. Check out FAQs to know more about the limits, post FU speeds and more. If you don't get a solution to the problem, here's an explanation.



Imagine your ACT Fibernet's speed as water coming into your house, via taps.

When only one outlet is open, the speed is good.



Multiple devices mean multiple ways of accessing the Internet, and the speed will be divided between all of them.



CONNECTING MULTIPLE DEVICES VIA A WI-FI ROUTER SHARES THE SPEED AMONG ALL OF THEM.



Devices also consume bandwidth in the background for app or OS updates, reducing the speed available to other devices.

PLACEMENT IS EVERYTHING.

Here are simple ways to improve coverage in your home.



Out of sight, Out of range

Setting your router where you can see it can boost its signal by 2 times

Use a Wi-Fi extender or Wi-Fi mesh router if you need 5GHz coverage in multiple rooms, floors or larger distances.

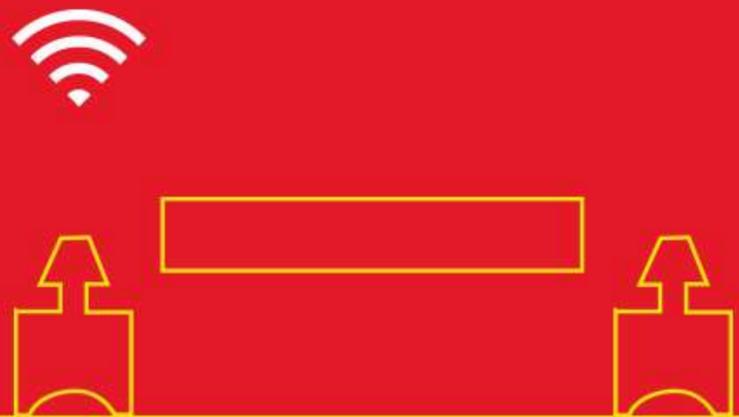


Wi-Fi radio is transmitted over 2 frequency bands – 2.4GHz and 5GHz. 5GHz supports higher speeds while 2.4GHz usually have better range. Your choice depends on the kind of usage that's specific to you.



The higher the better

Place the router at least 5-6 feet off the ground, higher the better.



Centre of attention

For greater coverage and uniform distribution, place your router in the middle of your home.



Wi-Fi routers get interference from devices working in the same frequency like a microwave oven, cordless phone, smart TV, electric motors and even Wi-Fi routers from your neighbours.



Understand and optimise

Shorter distances between your devices and the router result in stronger internet connectivity.

Other wireless networks can interfere with your wireless signal

- Channel congestion in interference zones can reduce speed.
- Router automatically selects best channel when rebooted.
- Use a Wi-Fi analyser app to detect interference and configure the best channels in router wireless settings for better speeds.



Let your antenna provide better coverage

Point your router antenna away from the wall and move it around until it's in the direction which gives you the best signal at your desired location.

Eliminate the obstacles

Concrete walls, floors and metal objects decrease the signal strength.



ISSUES WITH CONNECTED DEVICES – PC/LAPTOP/MOBILE



If on a high-speed plan, check if your device supports 5GHz band and desired speed



Clear all temporary files, browser and DNS cache



Keep your router firmware up-to-date and apply latest security patches to your laptop/PC



Speed is divided when there are multiple users connected to the network



If still getting slow speed on Wi-Fi, check speed by connecting ACT LAN cable to your laptop/desktop



Check device for any malware which might be downloading data without your knowledge



Ensure high bandwidth consumption applications (like torrents) are stopped when speed test is performed



While doing speed test, choose nearest ACT Fibernet server. It will also exclude data consumption for tests from plan FUP