



Sharing The 5Ghz Band

SDWISP delivers its internet service primarily on the license free 5Ghz band. Most new home routers are “Dual Band” meaning they broadcast on both the 2.4Ghz band and the 5Ghz band.

Unfortunately, these routers out of the box broadcast a 5Ghz signal that is 80Mhz wide which will interfere with the SDWISP signal coming to your home, resulting in a bad internet experience for you and your neighbors.(This is 4times more wireless spectrum than is necessary! SDWISP uses only 20Mhz to deliver your internet.)

We are asking for your help in preserving the 5Ghz spectrum by down tuning the 5Ghz band on your home router. SDWISP reserves channel 36(5180Ghz) for our customers and we ask that you select the 20Mhz channel width(some routers change the channel width by lowering the data rate) to help keep interference to a minimum giving you a better internet experience.

As more and more people install wireless equipment that has not been down tuned from the factory settings, it makes it very difficult to deliver quality internet service to you and your neighbors. Please help us by either down tuning your 5G wireless equipment, or by simply disabling the 5Ghz band and use only the 2.4Ghz band for your Wi-Fi needs as SDWISP does not use the 2.4Ghzband.

Mesh wireless system from NETGEAR, Linksys and Google give us the most trouble as they are set to automatically select a 5Ghz frequency that is 80 MHz wide and most often will overlap the signal feeding your home internet service.

If you need better wireless coverage it is best to add a wired access point as you can manually set the frequency. This will give you a better wireless experience.

If you have decided setting up your home wireless system is not your area of expertise and need help, please call the product manufacturer for assistance in setting it up properly. Please refer them to this support page for the best understanding of your needs.

We appreciate your help as interference is one of our biggest obstacles.

Thank you

SDWISP Support Team Posted May 2021