



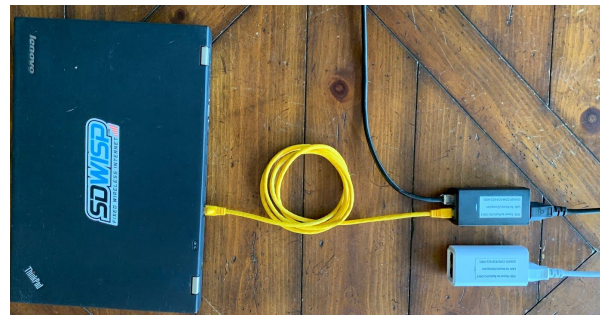
Testing your internet connection

As an Internet service provider our goal is to insure that we are delivering the best quality of service to our customers. When your device connects to the internet, it passes through several layers of connectivity. If a device in your house is experiencing issues connecting to the internet or is experiencing slower than normal internet speeds, we recommend the following procedure to simplify and test connectivity.

Testing your internet connection at the POE Block. SDWISP is a fixed wireless provider and the black or white POE power block provides both power to your radio {POE} and a wired connection to your home network.



To test the service that we are providing, plug a wired computer directly in to the {LAN} port on the power supply. **DO NOT to plugin to the {POE} port** as that is power to the radio and could cause damage your computer.



Run a speed test at <http://speedtest.att.com/speedtest/>. Record the result, and run the speed test 2 more times to get an average speed result. If your average speed result is not close to the plan speeds, please contact us and we will be happy to investigate your speed issues with you.

Please know that we are here to help

SDWISP Support Team
Post November 2019