

# UNDERSTANDING YOUR SPEEDS

## What is Internet Speed?

Internet speed in a nutshell is how much time it takes data to transfer from a server to your device and vice versa.

## Download vs Upload Speed

Download speed is the speed that information comes to your device. Upload speed is the information that comes from your internet connected devices.

## What is Bandwidth and why does it matter?

Bandwidth is the total amount of data you are allowed to upload/download in one second.

Bandwidth is shared across all devices on your network. Each device gets a portion of your total bandwidth.

Ex: for 200M speed package that is your total bandwidth that each device will share, not each device getting 200M.

# WAYS TO PAY YOUR BILL

[Online at billpay.fiberhawk.com](http://billpay.fiberhawk.com)

By Phone: 765-922-7916

Using our eBill Mobile App



Android



Apple

## Contact Us



Phone:  
765-922-7916



Email:  
fiberhawk@fiberhawk.com



Address:  
214 S Washington St.  
Swayzee, IN 46986

## Key Information

SSID:  
Password:

Notes:



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# TROUBLESHOOTING

Slow internet can be caused by multiple things. Some things are easy to fix and others may require help from your ISP. Below are some things to try to help your speeds.

- check your speed package\*
- Run a speed test\*
- Turn off or unplug your ONT and router for 30 seconds  
disconnect devices that
- are not in use
- Switch Wi-Fi networks  
(from 2.4GHz to 5G and vice versa)
- Hardwire devices if you're able to

## REMINDERS

\*Checking your speed package can help you determine if your speed test results are within range of the speeds you subscribe to.

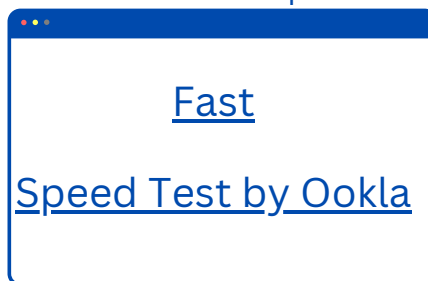
\*Plugging directly in to your ONT using an Ethernet cable will give you the most accurate results of your network speeds.

\*Speed test results will vary based on equipment, time of day, and speed test servers.



## Tips for running a speed test

Speed tests are a great tool to determine if your speeds are within range of what you pay for. Check out these links and tips below!



Testing on 2.4GHz will give you results that are about 10% of your total speed package.

Example:

10-20M for 100M  
20-50M for 200M  
50-100M for 500M  
50-100M for 1000M



Testing on 5G networks will get speeds up to your total speed package



We do not guarantee Wi-Fi speeds, every router will have different Wi-Fi speed capabilities. Check the Tech Specs when shopping for a router for your specific needs.

We will charge a service fee if you require help setting up your own router.

## WHEN TO CALL

**01** After running a speed test and results are abnormal.  
(example: speed package 500M and results are below 200M when hardwired.)

**02** Consistent slow speeds  
example: a week or more of slow speeds.

