



Arctic Slope Telephone Association Cooperative, Inc.  
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## Tips for Troubleshooting Slow Internet Connections at Home

ASTAC DSL services are currently considered “unlimited bandwidth”, meaning ASTAC does not charge customers based on the amount of data they actually transfer. However, residential accounts are meant for attended use by an individual or family and are not meant for continuous or automated, high-volume data transfers. Additionally, it is a best effort service and not a dedicated service.

A poorly performing connection can be caused by router configuration errors, wireless interference, or any number of other reasons. Use these tips to not only diagnose but also fix the causes of slow Internet connections.

- Troubleshoot your Hardware, Power-Cycle your Modems, Routers, Handheld Devices & Check your Connection
  - Unplug power to your modem for 10 seconds, plug the modem back in.
  - Unplug power to your router (if you have one) for 10 seconds, plug the router back in.
  - Wait 10 minutes for modem and router to sync up.
  - Turn off your computer and any handheld devices that are connected to your router for 10 seconds. Turn it/them back on.
  - If the “link” light on your modem does not light up, contact ASTAC’s Technical Support 24/7 at 1-888-896-7815 for additional assistance.
  
- Virus, Worm or Trojan on a PC
  - Keep up-to-date antivirus software running to catch and remove these from your devices.
    - Viruses, Worms and Trojans can do more than just slow down a PC, they can slow down an entire network. Depending on what they are doing, they can be sending out significant network traffic that can slow down an internal network and give the appearance that the Internet is slow. They can also be sending traffic out to the Internet which would indeed slow down the Internet because they are consuming such a large quantity of bandwidth.
  
- Inconsistent Speed
  - Limit the number of devices on your system
    - Internet speed is related to the number of devices connected to the Wi-Fi router. Multiple devices connected to the same router generally results in slower Internet.
  - Close unnecessary / hidden processes
    - Some software applications you install on a computer run as background processes – hidden behind other apps or minimized to the system tray – quietly consuming network resources. Games and programs that work with videos in particular can heavily utilize your network and cause connections to appear slow.



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- Security
  - Keep your password secure
    - Minimize the number of people who have access to your network/Wi-Fi password. Change your password every 90 days to ensure it is secure so unintended usage is not occurring.
  
- Interference / Static or Noise on the Line
  - Isolate modem from interference
    - Electronic devices in the home commonly generate electromagnetic "noise" that can sometimes interfere with the DSL signal and reduce performance. If you are experiencing poor DSL performance, and your modem is connected near any large electronic devices such as a microwave oven (or even smaller devices like a cell phone charger), move the modem (or the electronic device) to another location.
    - Other examples include your neighbor's Wi-Fi, placement of router in your home, type of walls within your home, age of wireless devices themselves, household items including cordless phone, baby monitor, wireless game controller, wireless video camera, older Bluetooth devices, etc.
  - Add inline filters
    - ASTAC provides DSL filters to prevent interference between devices and DSL service operating on the same line. Ask any of our technicians for a complimentary DSL filter.

ASTAC reviews the overall statistics of its user community and identifies those accounts with usage in excess of expected ranges. We reserve the right to terminate a customer's DSL service or account if a pattern of excessive usage is identified. Individual DSL usage impacts the entire community's Internet experience. Some users are downloading 5x the expected amount.

ASTAC DSL customers should familiarize themselves with our Consumer Acceptable Use Policy found at: [https://www.astac.net/servlet/content/consumer\\_acceptable\\_use\\_policy.html](https://www.astac.net/servlet/content/consumer_acceptable_use_policy.html)

DSL plans will soon be changing which will ultimately improve the Internet experience for everyone.