# What affects the quality of my broadband?

Is poor internet preventing you from talking with family and friends, watching your favourite shows or uploading photos of your recent adventures?

Poor internet quality can be frustrating and trying to figure out the cause of the issue can be even more annoying. The internet is complex and there are many stages data has to go through to get to and from you. Problems can occur with each stage. Some of these you have control over and may be able to solve, while others you might not.

This brochure outlines the various issues that can affect the quality of your broadband.

## Here’s what can affect the quality of your broadband

### In the home

* Number of devices and applications running at the same time
* Age of devices/software
* Location of modem, its age and distance to device
* Wiring in the house
* Interference from appliances

### Network

* The type of network. For example – ADSL, fibre, satellite.

### Service provider

* The number of customers and level of investment in capacity
* Your internet plan

### Content

Location of content you are accessing and quality of the connection

## Further help

If you are experiencing slow internet it can be very difficult to identify what is causing the problem. You should talk to your provider about any broadband issues you have. If the problems persist you may want to switch providers.

For more detail information see ACCAN’s article: [What affects the quality of my broadband?](http://accan.org.au/tip-sheets/what-affects-the-quality-of-my-broadband)