



A Word about “Bandwidth” or “Package Speed”

AirLink Internet packages are defined in megabits per second (Mbps) which describes the maximum data transfer rate of your internet connection. This is sometimes also called “bandwidth” which means the volume of information per unit of time that an internet connection can sustain. For example, say you're streaming a movie, someone else is playing an online video game, and another person on your network is downloading files or using their phone to watch online videos. If, under these circumstances, you feel that the internet is slow or sluggish --- this has everything to do with the amount of bandwidth provided by your package.

Think of it the same way as the pipes that supply water to your home. Just as the amount of water that can be used increases as the diameter of the supply line increases, an internet connection with more bandwidth can move more data faster than an internet connection with less bandwidth. Most of the calls we have regarding slow speed or “buffering” are a result of the customer’s usage exceeding the size of their internet pipe, much like the situation where someone taking a shower has less water pressure when others in the house are also doing laundry, washing dishes and/or using the facilities.

So, how much bandwidth do you need? The answer to that depends entirely on what you plan on doing with your internet connection. There are, however, some general things you should keep in mind:

- If you plan on doing nothing but Facebook, shopping and an occasional video, our 5Mb package is typically satisfactory for that amount of usage.
- If you have a TV that will be streaming Netflix, and another computer or phone simultaneously using the internet, a larger pipe, like 7Mb or 9Mb would be best.

If you are experiencing slow or sluggish speed, we recommend that you do the following:

1. Check to see how many devices in your home are using the internet at the same time.
2. Try and share the connection. Switch off using the internet, maybe some can use it early in the evening and others use it late in the evening.
3. Consider whether your usage requires a bigger pipe and upgrade your package accordingly. While this may cost, a bigger pipe will address issues regarding bandwidth.