

# 4 WAYS TO FIX A SLOW INTERNET CONNECTION



There's nothing more irritating when you're online than the spinning wheel—waiting as your webpage or video loads because of a slow internet connection.

Before you pick up the phone and call for assistance, here are a few suggestions to troubleshoot, fix or survive your internet speed issues.

## 1. See if your hardware is the problem

Just like a miniature computer, modems and routers have microprocessors and tiny memories. Since the first rule of troubleshooting a computer is to reboot, give your modem and router a quick reset by turning them off or unplugging them, wait a minute, then turn them on again. Give the equipment a few minutes to come back online, then try loading the internet page again.

## 2. Evaluate equipment limitations

Technology continues to advance with faster internet speeds, but older equipment may not be able to handle those newest, top speeds. You could be paying for a fast connection, but are actually stuck in the slow lane.

The modem—the box connected by the cable coming into your house—is your main hub for service. If your modem is more than five years old, consider getting a newer model.

The other essential piece to be updated periodically is your Wi-Fi router. Sometimes this is built into your modem, but often is a

stand-alone unit to wirelessly disperse your signal throughout your home. Experts recommend replacing your router every three to four years. An upgrade ensures your network can handle new devices you've added during that time and reduces the chance you'll have connection issues.

## 3. Fix your Wi-Fi signal

If your modem and Wi-Fi router are up to date, but you have a weak Wi-Fi signal, there are a few ways to tweak performance.

Think of your wireless router as a big antenna. Make sure to place it in a central location and keep it unobstructed. A router may not be the prettiest thing to look at, but you do not want to keep it inside a cabinet or even on a low shelf. You can add range extenders to boost your signal out to the garage or other distant rooms.

## 4. Hard-wire your devices if possible

Wi-Fi, and the mobility it offers, is convenient, but it has some limitations in general. Objects and other frequency-emitting devices such as microwaves and cordless phones can interfere with Wi-Fi signals. In general, a hard-wired connection is the best way to avoid signal interference. 

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## Every Dollar Makes A Difference

School's back in session, and, as always, there are challenges when it comes to school budgets and education funding.

The Arvig School Partnership Program helps by giving cash to schools, so they can buy whatever they need to improve the educational experience.

If you would like Arvig to donate \$1 of your monthly internet payment to a local school of your choice, sign up at [arvig.net/supportyourschool](http://arvig.net/supportyourschool) or call us. There's NO additional cost to you!

## TV Sun Outages

Viewers may experience brief interruptions in television service due to the sun's energy disrupting the signals from the satellites used to deliver programming. Sun outages will take place during the last few days of September through the first two weeks of October and usually occur between noon and 5:00 pm, lasting for a few minutes. This is beyond our control and we thank you for your patience.

We all want a **fast and trouble-free internet** experience. The good news is, you don't have to be a tech expert to troubleshoot and solve some of the most common problems affecting internet speed. Visit [arvig.net](http://arvig.net) and click SUPPORT for additional resources.



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Consumers may register their residential telephone number, including wireless numbers, on the national Do-Not-Call Registry, at no cost, on the internet at [donotcall.gov](http://donotcall.gov). Inclusion of your telephone number on the national Do-Not-Call Registry will be effective 31 days following your registration.

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## TELL US WHAT YOU THINK!

To better understand our customers' interests, please take a few minutes to complete the survey below about this newsletter. **You may also complete it online at [arvig.net/surveys](http://arvig.net/surveys).**

1. What is your age?  
 18 - 29  
 30 - 49  
 50 or older
2. How many people currently live in your household?  
\_\_\_\_\_
3. How many children live in your household?  
(age 17 or younger)  
 None  
 1 - 3  
 4 or more
4. How long have you been a customer of Arvig?  
 1 year or less  
 1 - 3 years  
 4 - 6 years  
 7 or more years
5. Which Arvig services do you have in your home?  
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6. Does anyone in your household own a business or farm?  
 Yes      No
7. How do you read the monthly newsletter that arrives with your statement?  
 Paper/mail      Online at [arvig.net](http://arvig.net)
8. Do you find the information provided valuable?  
 Yes      No
9. What do you like to read about in the newsletter?  
 educational/how-to  
 technology  
 trends  
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10. Do you have any comments or suggestions to make the newsletter better?  
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11. Do you read our blog?  
 Yes      No

You can send this completed survey with your payment or mail it to:

Arvig Newsletter Survey  
150 Second Street SW  
Perham, MN 56573

Thank you for your time!  
**Survey responses must be received  
by Arvig no later than 9/30/20.**

**The *TV IS CHANGING* series finale will be included in next month's newsletter.  
To view the entire infographic, visit [arvigbusiness.com/blog](http://arvigbusiness.com/blog).**

*If you have comments or suggestions regarding this newsletter, please send them to [marketing@arvig.com](mailto:marketing@arvig.com). Thank you.*