Bandwidth & Speed
It is very likely that you have a bandwidth / speed issue rather than an actual equipment* or network issue.

**BANDWIDTH** is the virtual highway size that data travels in order to get to you (similar to a 2, 4, or 6-lane highway).

**SPEED** is how fast that data** travels along the virtual highway.

**Why should this matter to you?** Smaller highways allow less data to flow through at one time, causing a data bottleneck and a slow down for you. On the other hand, larger highways have more lanes, allowing more data to flow at the same time.

*Sytek only guarantees your selected internet speed to hard wired devices. Wifi speeds throughout your home are NOT guaranteed due to environmental factors.

**Data refers to images, music, emails, movies, TV shows, video games - basically anything accessed online.

# OF CONNECTED DEVICES
The number of connected devices using your virtual highway at the same time will cause congestion. Apps often perform tasks in the background, hogging up bandwidth even when you’re not physically using the device.

**Common Devices:** cell phones, tablets, computers, gaming systems, smart TVs, cable receivers...

ACTIVITY & STREAMING
It takes a lot of dedicated bandwidth for streaming. **MINIMUM*** internet speeds noted by the vendors:

- Netflix... 3 MB for SD
- Netflix... 5 MB for HD
- Netflix... 25 MB for Ultra HD
- Hulu... 6 MB for a 1080p Device
- Amazon Prime... 3.5 MB for HD
- Sling TV... 3 MB for Portable Devices
- Sling TV... 5 MB for TV & Computer
- TeamViewer... 6 MB

***These are MINIMUM speeds with little to no other internet connectivity taking place.

DEVICE AGE & VIRUSES
Older devices simply have outdated hardware and software components that hinder optimal internet connections.

Maybe it’s time to increase the size of your virtual highway...