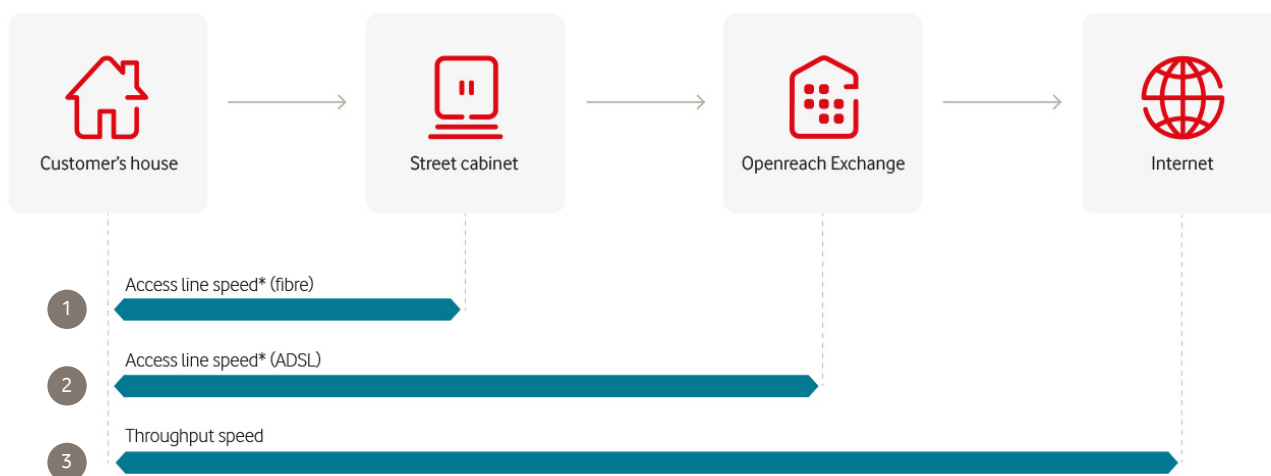




Consumer Broadband Speeds

Broadband speed – our promise to you

When we talk about the speed of your Vodafone Broadband, it's important you understand what we're referring to and what your rights are. To begin with, we'll list some of the most commonly used terms and explain what they mean.



Access line speed*

Your access line speed is the data speed of the line from the street cabinet or telephone exchange to your router. This is influenced by a number of factors including how far you live from the cabinet or exchange, whether you have an Asymmetric Digital Subscriber Line (ADSL) or a Fibre connection, and the condition of the phone line leading to and within your home.

Throughput speed

This is the speed you actually experience when you access the internet. It depends on factors such as whether you use Wi-Fi or cables to connect devices inside your home; the number of devices connected to your network; the speed your devices run at; and whether you're using the internet at peak times. Because of all these factors, throughput speed will always be lower than your access line speed, though often not by much.

“Up to” speeds

These are the advertised “up to” speeds which are the maximum speeds our broadband services are expected to achieve. This is defined by the Committee of Advertising Practice (CAP) as the speed that at least 10% of an Internet Service Provider's (ISP) customers can achieve. So Vodafone Broadband ADSL is advertised as “up to 17Mbps”, and Fibre products are advertised as “up to 38Mbps” and “up to 76Mbps”.

You can find out the broadband speed and availability in your area using our [quick checker](#)

*Access line speed can also be referred to as Sync speed



Testing the broadband speed you're getting

Given the difference between access line speed and throughput speed, you might like to find out the speeds you're actually getting.

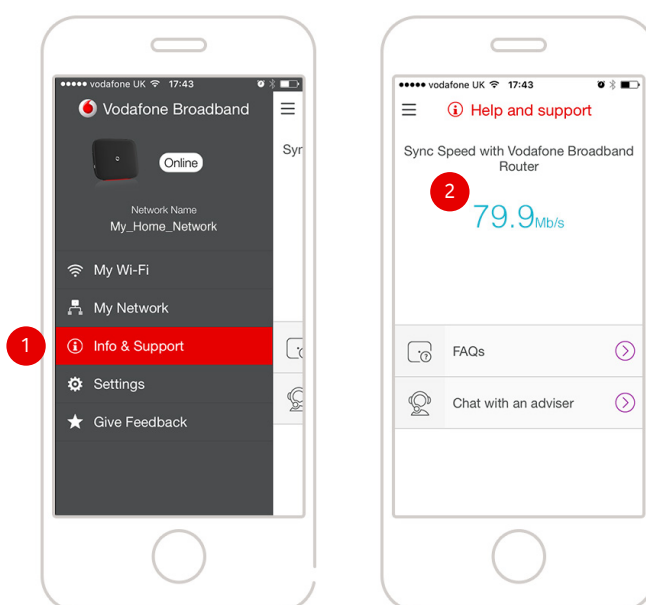
Access line speed

There are two easy ways to find your access line speed.

Through the Vodafone Broadband app

If you've downloaded the Vodafone Broadband app:

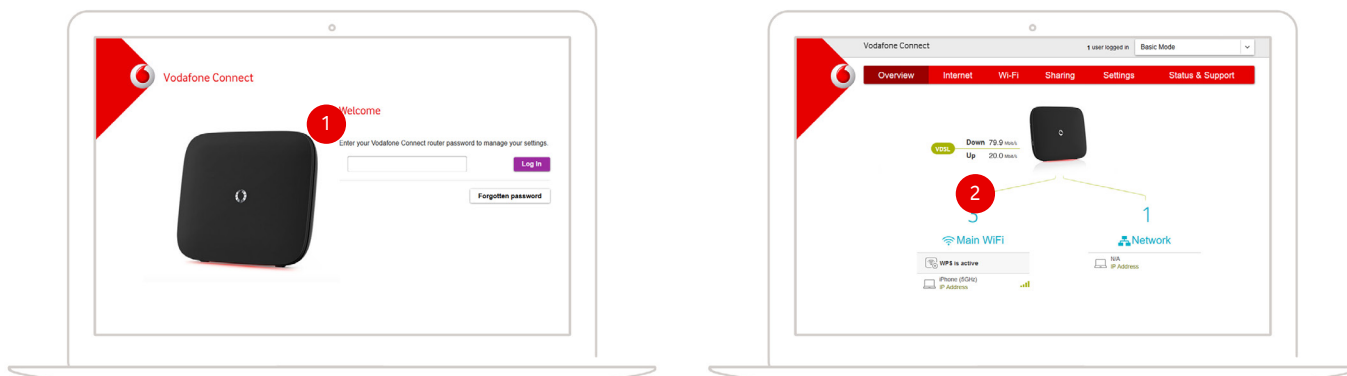
- 1 Select the 'Help and support' option
- 2 Your access line speed will be clearly displayed in blue at the top of the page.



Through your Wi-Fi router

Typing 192.168.1.1 into your web browser will open your Vodafone router's online portal.

- 1 Where prompted enter the password **vodafone** (unless you've chosen your own)
- 2 Once you're logged in, your access line speed will be clearly displayed by the image of the router.





Throughput speed

There are a number of speed test services available online, such as [Speedtest](#) and [SamKnows](#). We recommend testing at different times of day while using different devices and both wired and wireless connections if you have them. This will give you a better understanding of what may be disrupting your service.

Broadband speeds and your rights as a customer

Vodafone has signed up to the Office of Communications (Ofcom) Broadband Speed Voluntary Code of Practice. This means we promise to provide you with an even clearer estimate of the **access line speed** before you purchase Vodafone Broadband. It also means we'll give you a **minimum guaranteed speed** before you purchase Vodafone Broadband, which gives you recourse in the unlikely event that we fail to meet these standards.

If your **access line speed** is lower than the **minimum guaranteed speed** we said you'd get when you signed up for Vodafone Broadband, please call us free on **08080 034 515** and the team will find out why. Calls are free from all UK landlines and mobiles, and lines are open from 8am to 11pm, seven days a week. If you can't remember your **minimum guaranteed speed**, you'll find it in your service confirmation letter.

If we're not able to resolve your speed issue within 28 days, you have the right to cancel your contract without penalty. Should such an unfortunate situation occur, simply call the team and they'll talk you through your options.

Note: During your first 10 days as a Vodafone Broadband customer, we'll be adjusting your line speed to make sure you get the fastest possible service. In this initial phase, your service may be slower than promised. If this continues beyond the first 10 days, don't hesitate to call us for free on **08080 034 515**.

If you're having any issues with your Vodafone Broadband service, please call us on **08080 034 515**. There are many things we can do to improve your speed, often over the phone.

For further information, please see [Ofcom's Voluntary Code of Practice](#) on broadband speeds.