

Sheet1

Date	Time	ISP & Location	Download Mbps	Upload Mbps	Latency ms
Sat 9 Feb 19	11:57	Vodafone London	7.33	21.07	
Sun 10 Feb 19	08:13	Vodafone London	7.79	16.88	
Mon 11 Feb 19	07:54	Vodafone London	22.60	16.71	
	22:06	Vodafone London	9.16	18.76	
Tue 12 Feb 19	07:56	Vodafone London	31.95	19.80	
Wed 13 Feb 19	11:41	Vodafone London	74.84	17.88	
Thu 14 Feb 19	10:23	Vodafone London	35.21	18.90	
Fri 15 Feb 19	13:54	Vodafone London	30.97	15.90	
Sat 16 Feb 19	14:47	Vodafone London	35.57	20.91	
Sun 17 Feb 19	09:33	Vodafone London	33.40	18.54	
	15:16	Vodafone London	5.70	23.95	

At this point I had an on-line chat with Vodafone Technical support who suggested that I adjust the router to use the 5 Ghz channel as well as the 2.4 Ghz. As suggested I switched to to channel 6 on the 2.4Ghz and channel 40 on the 5 Ghz band. I was told that there should be some immediate improvement but it would still be 24 to 48 hours before I would be up to the expected speed.

	16:01	Vodafone London	25.61	22.69	
	22:07	Vodafone London	34.73	19.02	
Mon 18 Feb 19	07:57	Vodafone London	32.57	27.38	
Tue 19 Feb 19	08:06	Vodafone London	34.51	18.25	
Wed 20 Feb 19	08:46	Vodafone London	33.19	18.23	
As I was using the Speedtest.net utility I decided to try some of the optional servers					
	08:47	lomart Maidenhead	66.78	23.22	
		Vodafone London	37.21	19.27	
		Xilo Maidenhead	72.78	23.66	
	11:29	Vodafone London	33.00	19.13	
	11:41	Xilo Maidenhead	69.11	23.26	
	14:50	Vodafone London	28.30	18.41	
	15:44	Vodafone London	7.02	15.82	
Wed 20 Feb 19	16:01	Vodafone London	9.70	18.29	10
	16:08	Xilo Maidenhead	12.12	19.51	13
	16:10	lomart Maidenhead	13.41	35.07	11
	16:40	Vodafone London	11.32	18.30	10
	17:37	Vodafone London	5.94	8.46	12
	17:40	Xilo Maidenhead	6.69	10.76	12
	17:41	lomart Maidenhead	9.35	18.77	14
	22:18	Vodafone London	10.95	17.74	10
	22:19	Xilo Maidenhead	0.58	17.98	11
	Thu 21 Feb 19	10:33	Vodafone London	31.32	20.24
10:35		Xilo Maidenhead	45.08	19.53	11
10:36		lomart Maidenhead	48.08	18.69	11
14:43		Vodafone London	6.74	14.90	10
14:44		Xilo Maidenhead	6.39	8.49	12
14:45		lomart Maidenhead	9.95	4.91	11

In another on-line chat to complain about the lack of speed the agent ran a number of tests and then raised a Remedy Ticket FLT09156919. If I do not hear anything in the next 72 hours I should contact them again.

Fri 22 Feb 19	08:21	Vodafone London	31.34	18.44	9
	08:22	Xilo Maidenhead	70.63	19.33	11

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Date	Time	ISP & Location	Download Mbps	Upload Mbps	Latency ms
	08:23	lomart Maidenhead	69.05	18.98	11
	08:24	vodafone London	24.30	19.43	9
	11:11	Vodafone London	37.39	24.11	9
	11:12	Xilo Maidenhead	67.05	19.21	11
	11:13	lomart Maidenhead	49.52	19.79	11
	11:14	Vodafone London	31.03	18.12	10
	14:28	Vodafone London	28.76	19.19	9
	14:29	Xilo Maidenhead	64.26	18.86	11
	14:30	lomart Maidenhead	53.95	19.08	11
Sat 23 Feb 19	08:28	Vodafone London	38.33	18.76	9
	08:31	Xilo Maidenhead	32.90	19.13	11
	08:32	lomart Maidenhead	33.70	18.57	12
	12:08	Vodafone London	20.36	19.33	10
	12:09	Xilo Maidenhead	24.90	19.06	11
	12:10	lomart Maidenhead	23.68	18.37	14
Sun 24 Feb 19	13:40	Vodafone London	5.72	9.40	9
	13:41	Xilo Maidenhead	7.58	13.85	10
	13:42	lomart Maidenhead	7.22	16.70	10
Mon 25 Feb 19	09:17	Vodafone London	28.75	23.19	11
	09:19	Xilo Maidenhead	44.05	18.66	10
	09:21	lomart Maidenhead	44.21	19.21	10
As there had been no improvement since the last contact I called 191. Unfortunately the agent was difficult to understand but I went through the situation yet again. She kept referring back to a technical team and eventually conceded that there is what appears to be a known issue in this area. I was told that the problem was due to a link in the OpenReach network that needs upgrading but this will not be done for some months. I pointed out that I am not achieving the guaranteed minimum down load of 73 Mbps that Vodafone offered and that I expected to be compensated. The agent told me that this would be sorted out once the issue is resolved. In the meantime she would give me another 50Gb of data on my mobile phone. Not really much use!					
	15:45	Vodafone London	13.17	18.75	9
	15:47	Xilo Maidenhead	19.17	19.83	10
	15:48	lomart Maidenhead	18.59	19.41	10
	19:24	Vodafone London	8.67	18.15	9
Thu 28 Feb 19	08:15	Vodafone London	16.48	18.80	9
	08:18	Xilo Maidenhead	15.77	19.29	10
	08:19	lomart Maidenhead	15.34	19.97	10
All other devices turned off – Lenovo address 192.168.1.3 on 2.4GHz					
	09:02	Vodafone London	14.46	18.64	8
	09:03	Xilo Maidenhead	21.02	21.06	10
	09:05	lomart Maidenhead	19.31	18.66	10
	09:07	Vodafone London	17.53	18.63	8
Managed to switch the desktop over to the 5 GHz channel.					
	12:02	Vodafone London	25.03	19.45	8
	12:04	Xilo Maidenhead	65.71	18.58	10
	12:05	lomart Maidenhead	73.02	18.51	10
	12:07	Vodafone London	30.05	18.74	9
Fri 1 Mar 19	14:22	Xilo Maidenhead	59.41	22.40	10
	14:24	Vodafone London	36.91	18.86	8
	14:25	lomart Maidenhead	68.97	18.75	10