



The Internet Performance Test (IPT)

More Than Just a Speed Test



## INTRODUCTION – PREPARING TO TEST

- Use a computer (laptop/desktop) to run tests.
- Use a direct connection.
  - Connect computer to modem or router using an Ethernet cable.
- If you have to use a Wi-Fi network:
  - Stand next to modem/router when running a test to reduce interference from other devices and electronics.
- Use a trusted browser, such as Google Chrome.
- Before starting, disconnect other devices, if possible.
- Make sure no other applications are running on any devices.



## RUNNING TESTS

- Follow the detailed instructions on the following pages.
- Create an optional free account to run multiple tests.
- Do multiple tests - different times of the day and day of the week.
- Some tests during CRTC identified peak times (7pm to 11pm).

# START THE TEST

Either  
Enter Postal  
Code

**My Internet Performance Test**

Your IP is 192.228.22.11. Verify the information below, edit if needed, and click **Start** to begin  
If you wish to inform us of a location without internet access, click [here](#).

**My Postal Code:**

**My ISP:**

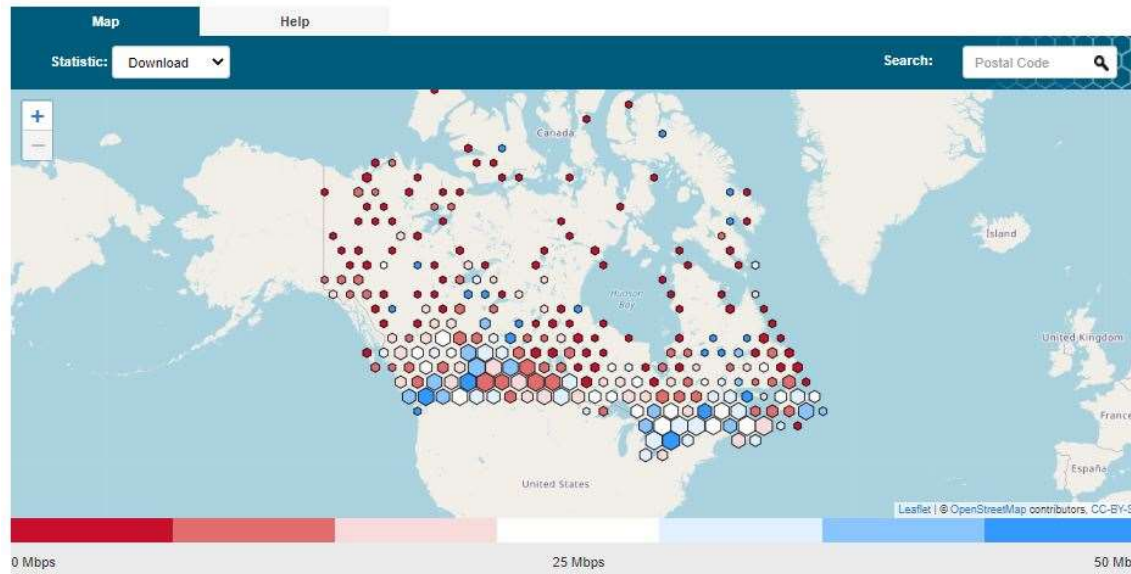
**How often?:**

**For how long?:**

**Test Server:**

Upload Speed | My Device | ISP Network | The Internet | Download Speed

Or  
Click Once



\* This performance test collects information including Postal Codes, IP Addresses and survey question responses (where applicable) which will be made available for research purposes only.

771,646 Tests Run in Canada

[Terms & Conditions](#)

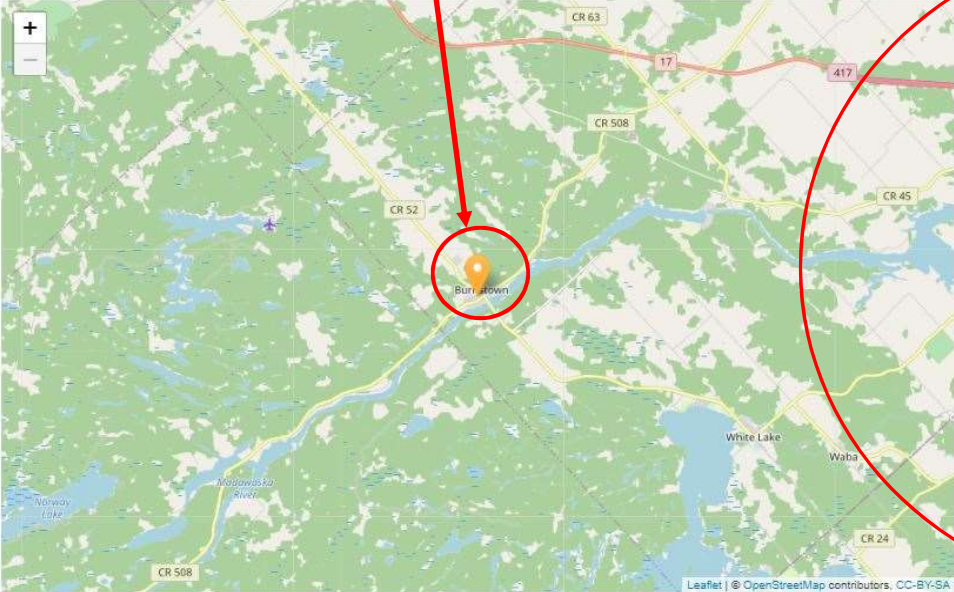
# LOCATION & INTERNET PACKAGE INFO

FIRST - Using your mouse, click on the Pin and drag it to your home or office location on the map

Optional SECOND - Please provide Information about your Internet Package from your Service Provider

Please confirm your location

The marker is positioned where we think you are located. If not correct, simply use your mouse and drag the marker to the correct location.



Tell us about your internet package

This information is optional. However, it is beneficial in understanding the test results.

Download -- ▾

Upload -- ▾

Monthly Usage Cap -- ▾

Monthly Cost -- ▾

Type -- ▾

Satisfaction -- ▾

Comments  
Maximum 140 characters

I'm happy with my information, don't ask me again  **OK** Cancel

THIRD - click OK

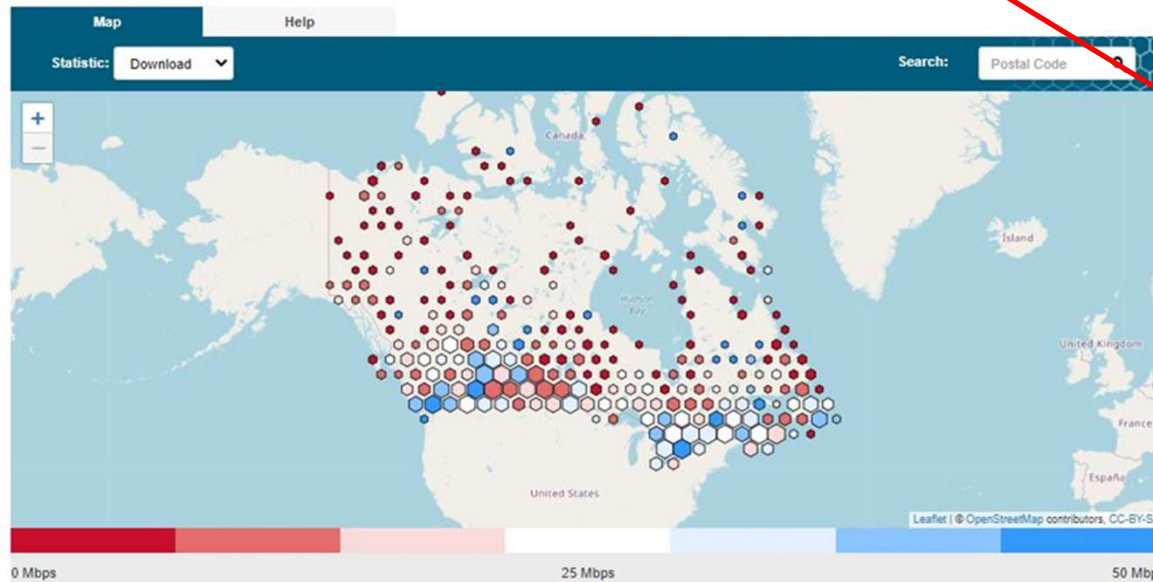
# SOME OPTIONS

**My Internet Performance Test**

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<b>My Postal Code</b> K7C3P1	<b>My ISP</b> ipl@cira.ca	<b>How often?</b> Once	<b>For how long?</b> N/A	<b>Test Server</b> Toronto
Upload Speed	My Device	ISP Network	The Internet	Download Speed

Test Server can be changed from drop down if 1<sup>st</sup> test results are not as expected



Can set up multiple repeat tests by signing in BUT must leave computer running

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## WHAT IF RESULTS NOT AS EXPECTED?

- There is a Help selection that provides SUGGESTIONS
- Check your internal internet environment
  - Multiple users while testing, stop downloads
  - Connect PC directly to router if Wi-Fi connection was used
  - Check age and capabilities of your Wi-Fi router
  - Change Test Server location on Start screen of IPT



- If failed IPv6 <https://cira.ca/improving-canadas-internet/initiatives/internet-performance-test/how-internet-performance-test-0>
- If failed DNSSEC - <https://cira.ca/improving-canadas-internet/initiatives/internet-performance-test/how-internet-performance-test-1>