

Dear Neotel Valued Customer,

Below is a step by step example to determine the speed of your Internet services as speedtest.net is not the most reliable speed test method.

Process to follow is:

1. Connect Laptop/PC directly to the Neotel Equipment at customer premises with respect to below mentioned services respectively.
 - a. Neo-Broadband (Fibre/Microwave) → Connect Laptop/PC directly to Neotel router (SRP/One-Access/Zhone).
 - b. Neo-Broadband (Wimax) → Connect Laptop/PC directly to Neotel Wimax POE.
 - c. Neo-Internet (Fibre/Microwave) → Connect Laptop/PC directly to Neotel Building Switch/Neotel Microwave Subscriber Station (SS) antennae.
2. Perform multiple FTP sessions from each of the below listed FTP servers to test upload/download speeds across the circuit.

It's preferred that any firewall is bypassed (if present in network) while running the test.

Paris Destination server	ftp://ftp.pvu.as6453.net
Los Angeles Destination server	ftp://ftp.laa.as6453.net
Amsterdam Destination server	ftp://ftp.ad1.as6453.net
New Jersey Destination server	ftp://ftp.njy.as6453.net
Hong Kong Destination server	ftp://ftp.hk2.as6453.net
Singapore Destination server	ftp://ftp.svw.as6453.net
Johannesburg Destination server	ftp://ftp.jso.as6453.net
MTT Destination server	ftp://ftp.mtt.as6453.net

1. Use the Download Folder to download the files from the server and use the Upload Folder to upload the files to the server.
2. Please share the test results with Neotel showing the upload and download speeds you observed after having conducted the above FTP test.

Kind Regards from Team Neotel.



Neotel Enterprise Service Desk

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