Our Help Desk is staffed 24 hours a day, 7 days a week, 365 days a year.

614-444-1001

Bresco's Internet is robust, reliable with very low latency and our customer satisfaction ratings are very high. However, we are not perfect, and things can happen to connections that are not in our control.

So, if your connection requires attention, here are a few simple actions that you can take prior to calling our Help Desk.

1. Do you think your speed is slow and you want to do a speed test?
    a. Connect to the Bresco equipment (router) to perform a proper speed test.
    b. Once connected open your browser and type "speedtest.net" into the search window
    c. If you are offered multiple networks for the test, select Bresco Broadband.
    d. Bypassing your internet network equipment and connecting directly to Bresco's equipment removes outside variables from the equation and it allows the test to deliver a more accurate result of your connection.
        i. Related information to consider:
            1. Using other public servers, such as, fast.com or Google are options but remember these servers can be overloaded and that may negatively impact the test.
            2. A speed test shows your available bandwidth. For example, if Windows is running an update in the background using 10 Mb of internet, your test will not reflect your full speeds, as that portion of your connection is in use. For the best result, the circuit being tested should not be in use during an internet server speed test. So be sure to check for those pesky application updates and other background tasks!
            3. It's highly unlikely to see a full 1 Gb speed test result from a public speed test server. In addition to the points listed above, there also is the increased possibility of overhead and other factors impacting your results.
2. If you have taken the above steps and you believe your connection is still under-performing, then it is time to reach out to our Help Desk.
    a. Our Help Desk employs special software that can diagnose the path of your connection from your office/home to our Internet gateway.
    b. Please contact our Help Desk any day, all day, at any time.

Basic Troubleshooting:
Checking your Connection and Speed

Executing a reliable speed test

Wall Jack

Ethernet
Cable

Bresco Router

Step 2: Move this cable and connect it to the Bresco Router

Step 1: Remove this cable

Your Router

Step 3: Perform the speed test and document the results

BRESCO
BROADBAND
Internet - Telephone - Data Center