



Atlantek Open Internet Access Policy

Atlantek operates its broadband service in accordance with the 'European Union (Open Internet Access) Regulations 2019'

1 All traffic through Atlantek's network is treated equally without any traffic blocking/capping/throttling or shaping. The only exceptions are to protect the integrity and security of the network and customers in the instance of a security threat such as a cyber attack or virus threat, the only other instance where traffic may be blocked is in the instance of non-payment of subscription. The above exceptional traffic management will be carried out in accordance with Directive 95/46/EC & 2002/22/58/EC of the European Parliament and of the Council.

2 We do not operate any traffic management practices which inhibit customers to access or distribute information or to run applications or services of their choice on a terminal of their choice on our network. Situations may occur which are outside the control of Atlantek's network which result in certain internet end-point not being accessible.

3 Atlantek operate a technology neutral service whereby we deliver broadband services to our customers using, fibre, wireless and copper services.

4 Atlantek will not use customer personal data for any other reason other than for the purpose of the management of their account and distribution of any material to the customer that they have agreed to receive. All personal data will be used in accordance with GDPR & Atlantek's Privacy Policy.

5 Atlantek's website www.atlantek.net/broadband-services lists the available broadband services on offer. The expected speeds are the minimum and maximum normal available speeds we expect to deliver to the customer during off-peak hours and 90% of the time over peak hours, or 95% over the whole day.

6 Atlantek wish to bring to the customers attention that the valid expected speeds are based on a speedtest (See Appendix-1) carried out while only the test laptop or computer is connected by LAN cable to the main router/modem (for fibre connections) or directly to the CPE power supply (for fixed wireless connections) in the premises using www.speedtest.net and Vodafone Dublin as the server as a base line for all test results. Customers need to disconnect all other devices both wired and wireless when performing the tests. Tests carried out wirelessly, from any other device or while other devices are connected to the service will not give a valid result.

7 Please note that high definition TV/video service streams and gaming consoles consume a higher proportion of available bandwidth within a customer's premises, it is vital that the purchased package is sufficiently high enough to deliver an uninterrupted service during peak times. Atlantek will assist its customers in assessing the demand versus the available bandwidth and make any recommendations as to the appropriate package to suit the customer's specific needs.

8 Atlantek currently do not offer any other services over the broadband service which could impact the quality of service of the broadband delivered to the customer.

9. If after advising Atlantek a customer feels unhappy about our service and complaints procedures on the grounds of any continuous or regularly recurring discrepancy between the actual performance of the internet access service regarding speed or other quality of service parameters and the performance indicated in accordance with points (a) to (d) of Article 4 of the Open Access Regulation they are free to seek assistance from ComReg customer queries and, if they wish, to pursue remedies available to them generally under the law and specifically under consumer protection legislation such as the Sale of Goods Acts 1893 and the Sale of Good and Supply of Services Act 1980 which cover such matters as rights concerning remediation of defects, to cancel a contract before the other side breaks it (called repudiation) or to obtain a court order undoing the contract (called rescission) or (and sometimes and) to obtain damages.



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Appendix-1

How to Run an Internet Speed Test

Overview

Internet seems slow? The first thing you should do is perform a speed test. Learn more about Internet speeds, how to perform a speed test, and how to understand your speed test results with the tips below.

Internet speeds explained

Atlantek and most other Internet Service Providers (ISPs) divide their Internet plans according to download speeds. Your download speed determines how quickly your devices can receive data online, which can be everything from downloading a 4K movie to receiving an email. While a higher download speed does mean a faster connection, it is wise to note that this is divided amongst all devices connected to your home network, so the more devices that are online, the lower top end speed you will see.

If you want to ensure you are getting the right speeds or if you are experiencing slower than usual speeds, a speed test is a great way to see what download speeds are in real-time. While testing at the same time of day is a good idea if you are trying to track an on-going issue, it's good to test speeds at different times of the day to get a full grasp of your speeds and ensure track consistency.

Performing a speed test

Before you start

- Check your Atlantek broadband contract to see which plan you are currently subscribed to.
- Disconnect all other devices both wired and wireless when performing the test.
- Ensure you are using the most up-to-date version of your browser.

How to perform an Internet speed test

1. You will get the best results using a laptop device plugged directly by Ethernet cable to the main router/modem (for fibre connections) or directly to the CPE power supply LAN port (for fixed wireless connections), using the most current hardware (i.e. Gigabit Ethernet adaptor, Cat6 Ethernet cable)
2. Visit [speedtest.net](https://www.speedtest.net) using the device you will use to test your speeds.
3. Choose the Vodafone Dublin server as we use this for all baseline tests.
4. Whenever you are ready, click or tap on "Go."
5. After the test is complete, record your results, especially your download and upload speeds.
6. To ensure accurate results, perform the speed test one more time. If you are not satisfied with your results, please try on a different device to verify this is not a device limitation. Please see [Device Limitations](#) below.



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Performing a total bandwidth test on Gigabit Fibre connections

Given the high bandwidth that comes with Gigabit Fibre you will need to measure total bandwidth rather than individual device bandwidth. This means running a speed test on two devices at the same time, also known as a **Concurrent Speed Test**.

Before you start

- Check your Atlantek broadband contract to see which plan you are currently subscribed to.
- Ensure you have two devices plugged directly into your router, using the most current hardware (i.e. Gigabit Ethernet adaptor, Cat6 Ethernet cable).
- Ensure your devices are gigabit capable and connected using a Cat5e or Cat6 ethernet cable.
- Ensure you are using the most up-to-date version of your browser.

How to perform a total bandwidth test

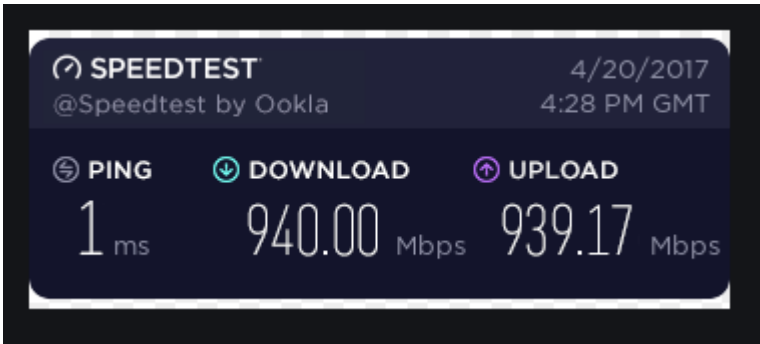
It is important to make sure that you are using hardwired devices for this speed test. Given that WiFi is prone to interference and that environmental factors can be at play (distance from router, physical obstructions, etc.) it is not a good indicator of available speed.

1. Plug two gigabit enabled devices directly into the router using either Cat5e or Cat6 ethernet cables.
2. Visit [speedtest.net](https://www.speedtest.net) using the device you will use to test your speeds.
3. Choose the Vodafone Dublin server as we use this for all baseline tests.
4. Whenever you are ready, click or tap on **Go** at the same time on both devices.
5. After the test is complete, record your results on both devices.
6. To ensure accurate results, perform the speed test one more time. If you are not satisfied with your results, please try on a different device to verify this is not a device limitation. Please see **Device Limitations** below.
7. The speed is the combined total for both devices, so you will need to add the download speed from each device.



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How to understand your speed test results



Example speed test results on wired connection using a compatible device.

- **Ping:** How fast your device connects to the network – the higher the ping, the longer it takes to transmit data.
- **Download speed:** How fast your device can receive data from the Internet, such as receiving an email, a file or a movie. This can be dependent on device limitations, see below.
- **Upload speed:** How fast your device can transmit data to the Internet, such as posting pictures to social media or sending an email. This can be dependent on device limitations, see below.

Device Limitations

Depending on when a device was manufactured, it may not be able to reach the top speeds offered by your internet plan. This is true, regardless of whether the device is wired directly to the router or operating in an ideal WiFi environment. Many devices made prior to 2015 are incapable of reaching speeds over 100 Mbps. Some devices lack the capability because high speeds are not deemed necessary for use.

If you are unsure of your device's speed capabilities, we recommend that you check its technical specifications or contact the device's manufacturer about potential upgrades or updates that might improve its performance.

You can get the fastest possible Internet speeds by connecting your device to your router/modem/cpe power supply with an Ethernet cable. When you connect using Wi-Fi, you will not reach maximum Internet speeds.

It is normal for the speeds you receive to be lower than those listed on this page. Your real-world speeds depend on a variety of factors that affect your Internet, including the broadband equipment you have (such as device age/models, locations of wifi transmission equipment relative to your Wi-Fi devices) and the 802.11 version your device uses.



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The following sections describe the *maximum possible* download speeds achieved using 1 Gig service on a variety of wireless and connected devices. (Ref. research by Google Fibre 2020)

Mobile devices (Wi-Fi)

Release date	802.11 version	Maximum possible speed
2013–present	802.11ac	180 Mbps–390 Mbps
2011–2012	802.11n	90 Mbps
2007–2010	802.11n	32 Mbps–90 Mbps
2006 or earlier	802.11a/b/g	32 Mbps

Computers (Wi-Fi)

Release date	802.11 version	Maximum possible speed
2013–present	802.11ac	195 Mbps–585 Mbps
2011–2012	802.11n	180 Mbps–270 Mbps
2007–2010	802.11n	90 Mbps–180 Mbps
2006 or earlier	802.11a/b/g	32 Mbps

Computers (Ethernet or USB adapter to Ethernet)

This section describes the maximum expected speeds based on real-world conditions. The most important factors in determining wired connection (Ethernet) speeds are:

- Is your computer capable of gigabit speeds? True for most computers manufactured after 2009
- Does your computer have an Ethernet connector? Most recent laptops do not have one; they require a USB to Ethernet adapter
- If your computer requires a USB to Ethernet adapter, is your computer capable of USB 3.0? True for many computers made after 2013

Release date	How is Ethernet connected?	Maximum possible speed
2010 or later	Ethernet connector	930 Mbps
2010–2014	USB 2.0 to Ethernet adapter	400 Mbps
2015 or later	USB 3.0 to Ethernet adapter	930 Mbps
2009 or earlier	Ethernet connector	100 Mbps