

TestMyISP.com Introductory Video

Transcript

From May 2010, the FCC, in partnership with SamKnows, is selecting 10,000 volunteers to participate in a study to measure the quality of American broadband. This is the first time a study like this has ever been done in the United States.

Each volunteer home will be given special SamKnows equipment which measure performance between their home Internet connection and their Internet Service Provider. This equipment works by running a specially designed sequence of tests, and tracks specific broadband features - including multimedia speeds as well as general Internet performance.

Measuring ISP performance is more complex than it might seem at first glance. Your home computer's Internet connection spans several different network elements on the way from your Internet Service Provider, including your home wireless network (if you have one) and the last mile of infrastructure between your home and your ISP.

To date, there are many tests that measure broadband speeds by running software installed on a home PC. Although these tests are useful for measuring broadband performance experienced by consumers, they do not accurately reflect the quality of broadband service delivered by ISPs to the home. Instead, the FCC is working with SamKnows to bridge the broadband monitoring gap by physically installing special measurement immediately inside your home Internet connection. This equipment, known as the SamKnows Whitebox is always on and runs a constant sequence of special tests which have been designed in consultation with major ISPs and Internet experts.

In 2008, this technique was used with more than 2,000 homes in the United Kingdom to produce the first ever study of broadband performance in Britain. The resulting report was the most downloaded from the website of the UK's communication regulator.

Now, SamKnows is expanding its broadband monitoring service into the USA through a partnership with the FCC and the support of major American ISPs to test broadband performance in all 50 states. But so that ISPs cannot manipulate the tests, and so your privacy is protected, the SamKnows equipment is restricted to running only its tests and never collects information on your personal Internet usage. In fact, neither the FCC nor any of the ISPs actually know the exact homes participating in the study, since all information that could identify end users has been removed by SamKnows.

If you would like to volunteer to participate in the FCC SamKnows American Broadband Performance Study, please fill out the form on this page so that a member of our team can get in touch. Thank you