

Internet/Connectivity Support

Summer 2021

Best Practices

All attendees

- Use only a laptop or personal computer with webcam.
- **Use a hard-wired, cable (Ethernet) connection, at all times.** If your laptop or personal computer does not have the Ethernet port, then you will need an Ethernet adapter. *Wi-Fi should only be used as backup.*
- If using Wi-Fi, try to be as close to the router as possible.
- Connecting with mobile hotspots is not allowed as it does not provide enough data to sustain full-time work from home.
- Use of a proper headset with microphone is required to prevent background noise and echo.
- All sessions will be using Zoom as the instructional platform.
- Close all programs on your computer except Zoom and any other programs you need for class as stated by your language instructor.
- Ensure that you are the main user of the internet bandwidth in your household during daily sessions.
- Turn off all other gadgets that may absorb your internet bandwidth such as smartphones, iPads, Alexa, Google Assistant, among others.
- Make sure audio and video are setup correctly. Go to Zoom.US in the upper left hand corner of your screen. Click Preferences > Audio or Video as appropriate. [Click here](#) for a step-by-step guide to setting up Zoom audio and video.

- If presenting, open your PowerPoint and/or PDFs before your session starts so you are ready to share your screen
- It is required to set up your computer with the following:
 - 8 GB RAM minimum, more recommended
 - **Internet connection minimum requirement of 15mbps download speed. Live streaming requires at least 1.5 mbps upload speed.** The more download/upload speed the students have the better. You can test your internet connection speed test at [this link](#).

Moderators

If you are concerned about classmates missing something because of poor network connections, you also can try these things.

- Upload presentations and scripts where attendees can find them. Canvas is a perfect option.
- [Mute attendees](#) in large sessions. If you need to, you can also request that participants stop sharing their video.
- Monitor connection status of attendees to see if anyone may be missing anything. Keep the [Participants panel](#) open to make this easier.

High-speed internet (broadband) carriers

Most internet providers offer high speed internet with no monthly data caps and have introductory pricing of \$50 per month or less. Contact your local carrier to determine if service is offered at your residence. In many cases, you can also check availability online.

A list below is provided for common providers and their download speeds. You can also search for [providers in your area](#) using this advertising-supported site.

Not served by wired high-speed internet providers?

Unfortunately, access to wired internet in rural areas can be challenging. For those not served by wired internet, you may have access to a satellite broadband provider. Note that there are usually monthly data caps. (See 'satellite' type in chart below)

Providers

Please ensure that your internet provider can establish enough bandwidth and speed to secure connection. Below is a list of common internet providers (with links to websites) and their download speeds.

Midwest: Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, N. Dakota, Ohio, S. Dakota, and Wisconsin

Provider	Type	Download speeds up to	Link to no-contract / pre-paid plans
Xfinity	Cable	200 Mbps – 2000 Mbps	\$49.99/mo - \$84.99/mo with 1 year agreement
Cincinnati Bell	DSL, Fiber, & Cable	250 Mbps – 1000 Mbps	\$44.99/mo - \$64.99/mo with 1 year agreement
Metronet	Fiber	200 Mbps – 1000 Mbps	\$49.95/mo - \$59.95/mo
RCN	Cable & Fiber	250 Mbps – 940 Mbps	\$39.99/mo - \$59.99/mo

South: Alabama, Arkansas, Delaware, Florida, Georgia, Kentucky, Louisiana, Maryland, Mississippi, N. Carolina, Oklahoma, S. Carolina, Tennessee, Texas, Virginia, DC, and W. Virginia

Provider	Type	Download speeds up to	Link to no-contract / pre-paid plans
----------	------	-----------------------	--------------------------------------

Xfinity	Cable	200 Mbps – 2000 Mbps	\$49.99/mo - \$84.99/mo with 1 year agreement
EPB	Fiber	300 Mbps – 1000 Mbps	\$57.99/mo - \$67.99/mo
Verizon	Fiber	200 Mbps – 880 Mbps	\$39.99/mo - \$79.99/mo with autopay + taxes

Northeast: Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, and Vermont

Provider	Type	Download speeds up to	Link to no-contract / pre-paid plans
Xfinity	Cable	200 Mbps – 2000 Mbps	\$49.99/mo - \$84.99/mo with 1 year agreement
Verizon	Fiber	200 Mbps – 880 Mbps	\$39.99/mo - \$79.99/mo with autopay + taxes
RCN	Cable & Fiber	250 Mbps – 940 Mbps	\$39.99/mo - \$59.99/mo

West: Alaska, Arizona, California, Colorado, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, and Wyoming

Provider	Type	Download speeds up to	Link to no-contract / pre-paid plans
Xfinity	Cable	200 Mbps – 2000 Mbps	\$49.99/mo - \$84.99/mo with 1 year agreement

Wave	Cable & Fiber	250 Mbps – 1000 Mbps	Price and speed vary based on area
Hawaiian Telcom	Fiber	300 Mbps – 1000 Mbps	\$44.99/mo - \$74.99/mo Hawaii area only

Other Providers in the US

Provider	Type	Download speeds up to	Link to no-contract / pre-paid plans
COX	Cable	25 Mbps	COX Straight Up Plan (\$50/mo.)
Spectrum	Cable	100 Mbps	(Only 12-month plans available \$49.99/mo.)
AT&T	DSL & Fiber	1000 Mbps	AT&T Prepaid Plan (Only available for tablets & mobile hotspot. Between \$25 - \$75/mo.)
CenturyLink	DSL	20 Mbps	CenturyLink Simple Pay Plan (\$49/mo.)
Frontier	DSL	25 Mbps	Frontier No-Contract Plan (~\$34.99/mo.)
HughesNet	Satellite	25 Mbps	(Only 24-month commitment available \$59.99mo.)
Viasat	Satellite	25 Mbps	(Only 24-month commitment available \$70/mo.)

Internet Providers Outside The United States

London/UK

Provider	Type	Download speeds up to	Link to no-contract / pre-paid plans
Virgin Media	Fiber	100 Mbps – 350 Mbps	€42/mo - €52/mo
EE Broadband	Fiber	10 Mbps – 67 Mbps	€20/mo - €27/mo
Hyperoptic	Fiber	50 Mbps – 1000 Mbps	€22/mo - €60/mo
BT Broadband	Fiber	36 Mbps – 67 Mbps	€27.99/mo - €39.99/mo

Paris/France

Provider	Type	Download speeds up to	Link to no-contract / pre-paid plans
Orange	DSL & Fiber	400 Mbps – 2000 Mbps	€22.99/mo - €30.99/mo
SFR	DSL & Fiber	500 Mbps – 1000 Mbps	€25/mo - €35/mo

Jakarta/Indonesia

Provider	Type	Download speeds up to	Link to no-contract / pre-paid plans
Biznet Home	Fiber	75 Mbps – 150 Mbps	Rp.325k/mo – Rp.600k/mo
First Media	Fiber	20 Mbps – 200 Mbps	Rp.429k/mo - Rp.2979k/mo
My Republic	Fiber	50 Mbps – 300 Mbps	Rp.389k/mo - Rp.1199k/mo

Technology Type

Cable:

Cable provides internet speeds faster than DSL through the same cables used for cable TV.

Fiber:

Fiber relies on glass strands to relay digital code and is much faster than both DSL and cable.

DSL:

DSL provides internet service via phone cables and is up to ten times faster than dial-up service.

Satellite:

Satellite internet is widely available but offers slower speeds due to a far-traveling signal. Perfect for rural areas.

Conclusion

It is UW-Madison's hope that, with the above information, students will be able to receive high-speed download and upload service, which will help mitigate the connectivity issues that may arise during remote classes.

If a student is in need of assistance with Zoom, they may reach out to the [Help Center](#).

In addition, students can access the UW-Madison team, [DoIT](#), for tech support and computer needs

