

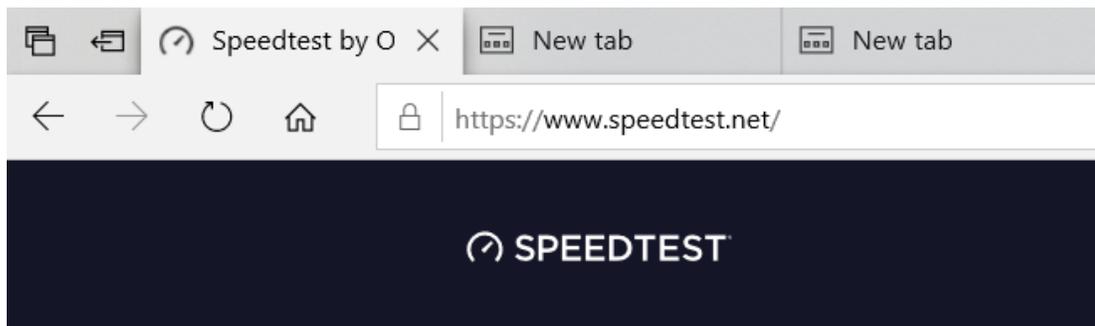


New Richmond Internet Service – Network Speed Test

Affordable and reliable access to high speed internet continues to be a priority for our community. Our goal in performing a community survey is to better understand the core drivers of low satisfaction ratings at the local level and explore options that would improve internet services in New Richmond. To support our survey, we are seeking volunteers to perform speed tests on their residential internet service.

The upload and download speed of your network can be tested using an application that is likely already present on your device. For example, the Network Speed Test is available on Windows 10. There are also many websites that can perform the test. The following steps will show how to perform the test using www.speedtest.net and submit the results to us.

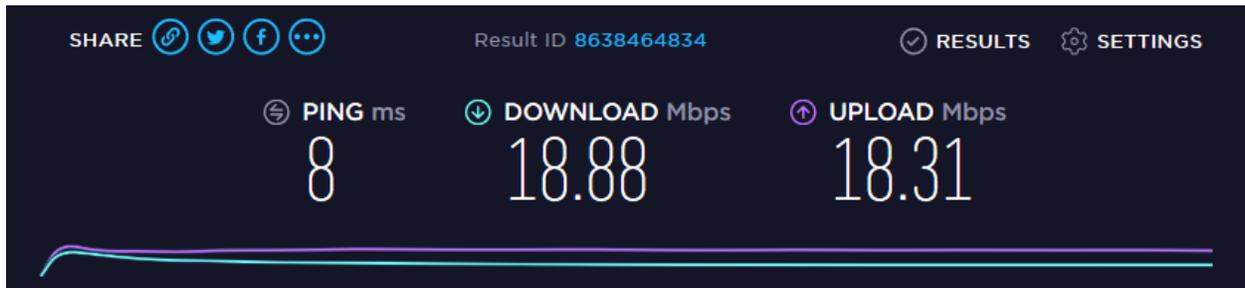
1. Open an internet web browser (EXAMPLE: Internet Explorer or Chrome), and type www.speedtest.net and press enter.



2. Click Go in the center of the screen.



3. The speed test will take about 45 seconds to run. When the test is complete, the results will be shown on the screen.



4. There are two methods to return the results to the City of New Richmond:

Option 1: If you haven't completed the New Richmond Internet Service Satisfaction Survey, click on the following link to complete the survey. The survey will collect additional information and ask for speed test results.

[Survey](#)

Option 2: Email internet@newrichmondwi.gov the following information:

Date and time of test
Address
Ping (ms)
Download Speed (Mbps)
Upload Speed (Mbps)

Thank you for participating in our survey and speed test! If you have additional questions or concerns, please email us at internet@newrichmondwi.gov