

Understanding Internet Speed vs. Wi-Fi Performance

When your internet feels slow, it's easy to assume the service itself is the issue. In many cases, the difference comes down to internet speed versus Wi-Fi performance. While they work together, they are not the same.

Internet speed refers to the connection delivered to your home from our network. This is the speed associated with your service plan and represents how much data your connection can handle. When tested at the connection point inside your home, this speed is typically very consistent.

Wi-Fi performance is the quality of the wireless connection between your device and your router. It depends on your router, where it is placed, the size and layout of your home, and how many devices are connected at the same time. Walls, floors, appliances, and nearby wireless networks can all affect how well Wi-Fi signals travel.

Another important factor is the device you are using. Not every phone, tablet, laptop, or smart TV is capable of supporting the highest internet speeds available today. Older devices may have network hardware that limits the speeds they can receive, even if your internet plan and Wi-Fi network are capable of delivering more. In some cases, the device itself becomes the bottleneck.

Because of this, it's possible to have a fast internet connection but experience slower speeds on certain devices or in certain areas of your home. This doesn't necessarily mean your internet service is underperforming. It may mean the Wi-Fi signal is being limited before it reaches your device, or that the device cannot process the full speed available.

For devices that need the most consistent performance, such as desktop computers, work-from-home setups, gaming systems, or smart TVs, a hardwired connection can make a noticeable difference. Connecting these devices directly to the router with an Ethernet cable reduces interference and often provides the most stable



connection. It can also help ensure the device is receiving the strongest possible signal available to it.

In larger homes or areas where Wi-Fi coverage is harder to reach, extending the network can help. Pineland offers a hardwired mesh unit that delivers the signal to other parts of the home, helping provide stronger and more consistent coverage where it's needed most.

Wi-Fi remains a convenient way to connect phones, tablets, and other devices throughout the home. Using a combination of strong Wi-Fi coverage, hardwired connections for key devices, mesh units when needed, and devices that support modern network standards helps ensure the best overall experience.

Understanding the difference between internet speed, Wi-Fi performance, device capability, and wired connections can help set clear expectations and make it easier to identify where an issue may be occurring.

When everything works together, you can enjoy a smooth and reliable internet experience.



CALL 811 Before You Dig

811 is the national number designated by the Federal Communications Commission (FCC) to help protect individuals and contractors from unintentionally hitting underground utility lines while working on digging projects - large and small.

WHY?

SAFETY: Hitting an underground utility line while digging can cause damage to the environment and/or serious personal injuries.

CONVENIENCE: Failure to contact Georgia 811 can result in disrupted service to an entire neighborhood and potentially incur fines and repair costs.

IT'S FREE: Georgia 811 exists to prevent utility and safety emergencies, and it's a free service!

IT'S THE LAW: Please visit the Georgia Public Service Commission's web site at <https://psc.state.ga.us/> for information on Georgia's "Dig Law", the Georgia Facilities Protection Act.

WHEN?

Individuals and contractors should reach 811 at least three business days before any digging project. Even if you have hired a professional to complete your project, be sure that they have contacted 811 before they begin.

A few examples of projects include but are not limited to:

- Installing a fence
- Planting trees or shrubbery
- Installing a sprinkler system
- Pool installation
- Installing a mailbox
- Grading, boring or trenching

HOW DOES IT WORK?

Notifying 811 starts a process crucial to any outdoor digging project. Having utility lines marked prevents possible mishaps that could otherwise occur during an outdoor project. The service is free, and the process is simple.

1. Contact Georgia 811 by dialing **811** or visiting Georgia811.com and submitting an eRequest form at least three business days prior to digging.
2. Georgia 811 transmits the location and description of the project to the affected member utility companies. These utility companies send a professional locate technician to identify and mark the approximate location of lines with colored paint or flags.
3. Once underground lines have been marked, the digger now knows the approximate location of utility lines and can dig safely.

WHAT IF 811 IS NOT CONTACTED?

Damage to underground lines can result in service interruptions, costly repair bills, and fines. Hitting a line can also cause serious harm to the digger and other individuals.

Pineland will assess a charge for any damage to the underground fiber optic cables due to the property owner neglecting to call Georgia 811 before digging.