

Slow Computer or Slow Internet?

Find the symptom that best matches your situation, then follow the column with the “X.”

Symptom	 Computer	 Internet
Websites won't load or take a long time		X
Videos buffer or pause frequently		X
Everything is slow on all devices (phone, tablet, computer)		X
Only one device is slow	X	
Programs take a long time to open	X	
Computer is slow even when offline	X	
Computer is noisy (fan running a lot)	X	
Problem happens mostly at certain times of day		X
Wi-Fi signal is weak or drops out		X
Internet is fast on some websites, slow on others	X	X
Everything feels slow, but not consistently	X	X

Quick Tip

If you're unsure, start with the Internet column—it's usually faster to test and rule out.