

MaxInfinity Network Utility

URL: <http://broadbandspeedtest.starhub.com/speedtest/>



StarHub Sites

Be Entertained Mobile TV Broadband Voice Rewards Promotions Support My Account

MaxInfinity

Customer Care :: Network Utilities :

Network Utility

The network utility gauges the average Internet download throughput of your connection by downloading a test file from StarHub Servers. The amount of time taken to download the test file will be computed to show the throughput speed of your download connection.

Due to the flexibility and dynamic nature of the Internet, there will be networks and connectivity that are beyond StarHub control. StarHub will manage and provide best possible performance on the connectivity for your MaxInfinity service between your home to the StarHub's network.

Please note that if you are on wireless connection, your actual bandwidth speed may vary. The bandwidth speed is dependent on various factors including the following:

- the distance from the wireless base station/access point;
- number of users surfing simultaneously at each wireless access point;
- performance of the Wireless Network Interface Card (NIC) used; and
- physical obstructions (ie. walls etc) between user and wireless access point.

The estimated bandwidth value below applies only to the StarHub Network Utility. Bandwidth tests conducted on other websites may not be an accurate interpretation of the actual bandwidth allocated to each MaxInfinity user. It should only serve as a reference.

Please connect the PC or Notebook directly via wired connection before running the test.

For MaxInfinity Premium/Ultimate/Elite/Platinum Access Plans, you will be able to achieve 60% of your subscribed download bandwidth on the average.

For MaxInfinity Supreme Access Plan, you will be able to achieve an average download bandwidth of more than 200Mbps on a single notebook/PC.

The average application should take no longer than 1 minute. Results will be displayed upon completing the test. You are encouraged to read up on [More about Speed](#) before proceeding. Click on [Begin Test](#) to proceed.

Begin Test



OOKLA

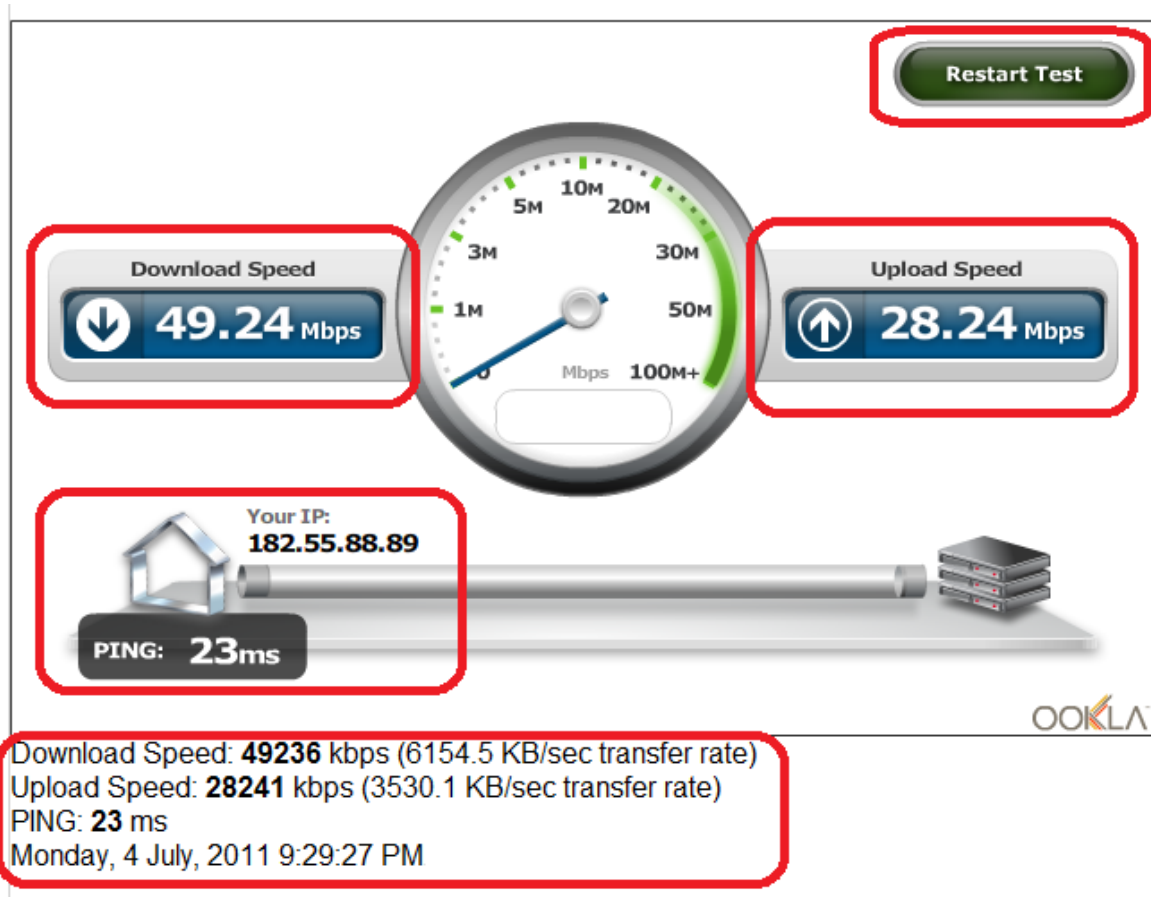
* Please refer to [here](#) for the minimum client requirements.

Disclaimer:

The above tests are provided on an "as is" and "as available" basis and you use them at your own risk. StarHub makes no warranty that the tests will be uninterrupted, timely, secure and error-free. StarHub or its affiliates will not be liable for any losses, damages or liabilities arising out of the use or reliance on any test. Without prejudice to the foregoing, neither StarHub nor its affiliates will be liable for any losses, damages or liabilities arising out of any configuration change to your hardware, system or applications (including any change to the TCP windows configuration) in connection with any test. If you are dissatisfied with any test, your sole and exclusive remedy is to discontinue using the same. Your bandwidth speed may also be affected if you perform other downloads and any test simultaneously, or execute programs which use your bandwidth to monitor other resources. StarHub reserves the right to discontinue or terminate any test at any time and without prior notice.

Refer to Page 3 on content extract

Step 1: Click on the “**Begin Test**” button and the test will run accordingly (refer to screenshot below)



Above result is performed via wireless connection with wireless N adapter and served only as a reference

Step 2: As there is no submission function therefore customer would need to perform a screen capture of **3 x results** (as per our usual SOP) and to be emailed in to helpdesk@starhub.com

Step 3: Agent to check with CA Team on the screen capture and to input the TT attachment accordingly before escalating to COSAC for further actions

Network Utility

The network utility gauges the average Internet download throughput of your connection by downloading a test file from StarHub Servers. The amount of time taken to download the test file will be computed to show the throughput speed of your download connection.

Due to the flexibility and dynamic nature of the Internet, there will be networks and connectivity that are beyond StarHub control. StarHub will manage and provide best possible performance on the connectivity for your MaxInfinity service between your home to the StarHub's network.

Please note that if you are on wireless connection, your actual bandwidth speed may vary. The bandwidth speed is dependent on various factors including the following:

- the distance from the wireless base station/access point;
- number of users surfing simultaneously at each wireless access point;
- performance of the Wireless Network Interface Card (NIC) used; and
- physical obstructions (ie. walls etc) between user and wireless access point.

The estimated bandwidth value below applies only to the StarHub Network Utility. Bandwidth tests conducted on other websites may not be an accurate interpretation of the actual bandwidth allocated to each MaxInfinity user. It should only serve as a reference.

Please connect the PC or Notebook directly via wired connection before running the test.

For MaxInfinity Premium/Ultimate/Elite/Platinum Access Plans, you will be able to achieve 60% of your subscribed download bandwidth on the average.

For MaxInfinity Supreme Access Plan, you will be able to achieve an average download bandwidth of more than 200Mbps on a single notebook/PC.

The average application should take no longer than 1 minute. Results will be displayed upon completing the test. You are encouraged to read up on [More about Speed](#) before proceeding. Click on Begin Test to proceed.

* Please refer to [here](#) for the minimum client requirements.

Disclaimer:

The above tests are provided on an "as is" and "as available" basis and you use them at your own risk. StarHub makes no warranty that the tests will be uninterrupted, timely, secure and error-free. StarHub or its affiliates will not be liable for any losses, damages or liabilities arising out of the use or reliance on any test. Without prejudice to the foregoing, neither StarHub nor its affiliates will be liable for any losses, damages or liabilities arising out of any configuration change to your hardware, system or applications (including any change to the TCP windows configuration) in connection with any test. If you are dissatisfied with any test, your sole and exclusive remedy is to discontinue using the same. Your bandwidth speed may also be affected if you perform other downloads and any test simultaneously, or execute programs which use your bandwidth to monitor other resources. StarHub reserves the right to discontinue or terminate any test at any time and without prior notice.