

## ISPA AWARDS 2011 – INFORMATION FOR USERS

Thank you for helping to measure performance for the ISPA Awards 2011. You should have received these instructions from your broadband service provider who have asked you to take part in 'intensive testing' of performance.

Thinkbroadband is assisting ISPA in testing the performance of the broadband services delivered by the broadband providers entering the awards. This information will be used by judges as part of their decision making process.

There are two types of testing: standard and intensive. Anyone can take part in standard testing by downloading and installing the tbbMeter bandwidth monitoring application available for free from our website. However, we are also carrying out 'intensive' testing which involves more frequent tests, and broadband providers are asked to nominate a number of users to take part.

Ideally, users in the 'intensive' testing group will generally leave their computers on around the clock, connected to their broadband users using a cabled rather than a wireless connection. Intensive testing means your performance may be measured every 3-6 hours. The amount of data downloaded and uploaded will depend on the speed of your connection. The maximum amount of data which will be used is 100MB per test, and this would only be the case if you were on a super-fast broadband connection (over 40Mbps). **This means that if you are on the fastest possible connection, you could use 12-24GB/month. The average ADSL users on the 'intensive testing' system will use 3 to 6GB.**

You can set a limit on the tbbMeter application on how much data is downloaded, but please note that the purpose of intensive testing is to ensure we have a consistent data base to compare providers. You can monitor the amount of data being used in the application, but if you have any concerns, please speak to your service provider. You should also speak to your service provider if you are on a light user tariff as the testing may push your usage beyond the inclusive allowance in your broadband package.

### REGISTERING FOR INTENSIVE TESTING

These instructions will assist you in completing the steps required to obtain the unique identifier to register tbbMeter as an intensive tester.

#### Requirements

- Computer with Microsoft Windows XP, Vista or Windows 7 (32 and 64-bit versions supported) operating systems; testing may work on server operating systems but this has not been tested and we would advise using one of the above operating systems.
- Microsoft .NET 2.0 Framework installed (instructions below)
- Broadband connection (matching specification of award being entered for)
- Computer connected to your broadband modem over a cabled connection, rather than wireless (unless you are testing on a 'mobile broadband' connection).

#### Instructions

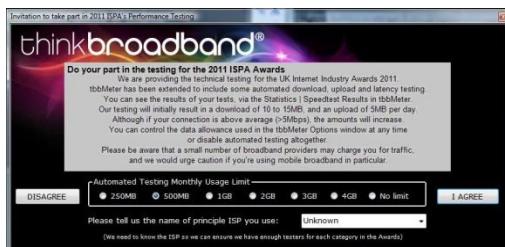
1. If you have not yet installed the Microsoft .NET 2.0 framework, please install it from here: (if you are using Vista or Windows 7m this should already be installed):  
<http://www.microsoft.com/downloads/en/details.aspx?familyid=0856each-4362-4b0d-8edd-aab15c5e04f5&displaylang=en>
2. Install the tbbMeter software (5.9MB download):  
<http://www.thinkbroadband.com/files/tbbMeterSetup.exe>
3. The first time tbbMeter runs it will download some additional support files, which if running on Vista or Windows service includes a small installer for the tbbLoaderService. The

tbbLoaderService is used on Vista and Windows 7 to load tbbMeter at user login, without the need to request UAC elevation every time the computer is rebooted.

- Once tbbMeter is running you should see the tbbMeter in the system tray:



- After 75 seconds following a new installation of tbbMeter, the following screen will appear:



- To use this installation of tbbMeter in the Intensive testing programme you MUST click "I agree" and we recommend you set the No Limit option on the amount of data that will be used if you have been instructed to do this by your ISP.

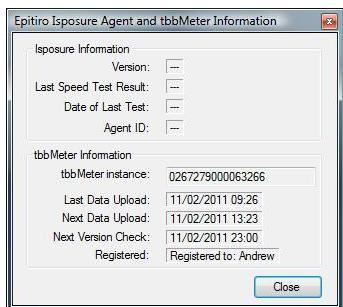
**MOBILE BROADBAND USERS** – We strongly urge you to select 500MB maximum unless your mobile broadband provider has instructed otherwise. You are also advised to check you're your broadband provider that you do not incur charges for excess data use.

- Each test on a 5Mbps broadband line will use around 25MB and we will be doing multiple tests per day on the Intensive system. The number of tests carried out for any tbbMeter users not enrolled on the intensive testing programme is smaller and will not exceed the maximum limit specified by the user.
- If the main window for tbbMeter window (see below) is not visible on screen then clicking the system tray icon once will restore the application to be visible on screen. A second click minimises tbbMeter:

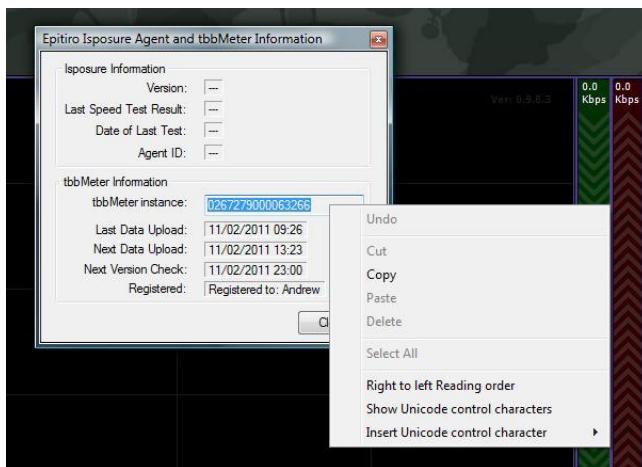


- You now need to obtain the 'tbbMeter instance' number. You can do this using one of two ways:
  - Using your right mouse button, click anywhere on the black graph area and in the popup menu select 'tbbMeter information'; or
  - Using the left mouse button, click anywhere on the black graph area and then press **CTRL+SHIFT+F1**.

10. This will open the following window:



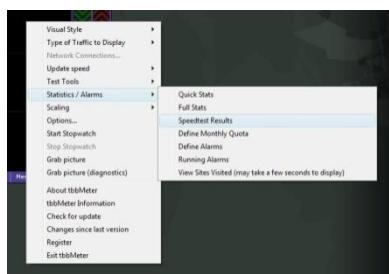
11. Highlight the full tbbMeter instance number, and then press CTRL+C (or click on it using the right mouse button, and then click 'Copy' – see screenshot below) to copy it to the clipboard.



12. **Your broadband service provider will need this 'instance' number, so please follow their instructions on how to submit this to them.**

13. The testing is automated, and requires the PC to be logged on, rather than simply booted on the 'login' screen. You can however 'lock' your screen. We also recommend those on the intensive testing programme leave their computer on when it is safe and convenient to do so, to ensure we can gather data around the clock.

You can review your personal test results and see how often they are occurring via the Statistics / Alarms menu and the Speed test Results sub menu:



Following the end of the testing period, you may continue to use the tbbMeter application, in which case it will revert to standard mode and stop all intensive testing activity. Thank you for your help!

## TROUBLESHOOTING

Q: I can't see anything in the 'Instance ID' field? It's blank

A: Wait 10 minutes and then try again. If you still experience problems after this time, please e-mail us ([team@thinkbroadband.com](mailto:team@thinkbroadband.com)) – In order for the instance ID to be generated, tbbMeter needs to contact our server, so this may be delayed by a few minutes in some cases.

You can find further questions & answers on our help pages:

<http://www.thinkbroadband.com/tbbmeter/faq.html>

## GETTING HELP

If you are having difficulty installing tbbMeter, please feel free to contact [team@thinkbroadband.com](mailto:team@thinkbroadband.com) and we will endeavour to assist. If you have queries about your broadband service or usage allowances, please contact your broadband service provider.