

Troubleshooting slow and intermittent network issues, addressing slow internet speeds caused by the AAG undersea cable outage.

Currently, undersea fiber optic cable breaks are a major headache for internet users, especially in Vietnam. Not only do they cause inconvenience at work, but slow internet speeds can prevent you from accessing many international social media sites like Facebook and Instagram. If you're experiencing similar problems, don't miss this guide on how to fix slow, intermittent internet and resolve slow internet speeds caused by the AAG undersea cable break.

There are many reasons why your internet speed might be slow, including the quality of your internet package, too many connected devices, and even weather conditions. In this article, Taimienphi will help you understand the causes and how to fix slow, intermittent internet, and how to handle slow internet speeds when the AAG undersea cable is broken.



Troubleshooting slow network speeds after AAG fiber optic cable break.

Causes and solutions for slow internet

Reasons Why Your Internet Speed ??Is Slow

If you're experiencing long website loading times, interrupted access, or inability to connect to apps and games, it's possible your internet connection is experiencing one of the following issues:

- The undersea fiber optic cable connecting Vietnam to the international internet network is currently experiencing a malfunction, affecting domestic internet connectivity.
- DNS errors on the system, resulting in inability to access websites with servers located abroad, such as Facebook, Gmail, YouTube, etc.
- The modem or network card is faulty.
- Computers and laptops infected with viruses and spyware.
- Too many people are connecting to the network, causing the internet speed to slow down.

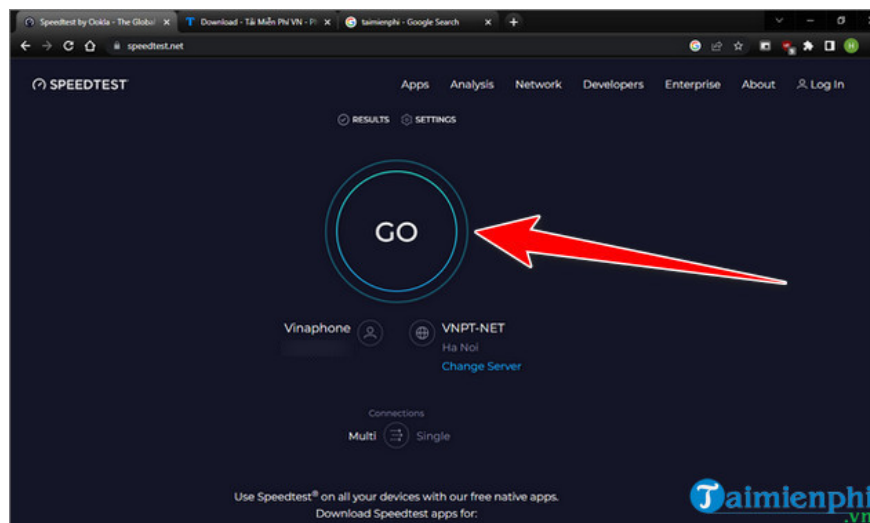
How to Fix Slow Network, Troubleshoot Slow Internet Speed

1. Check your internet speed.

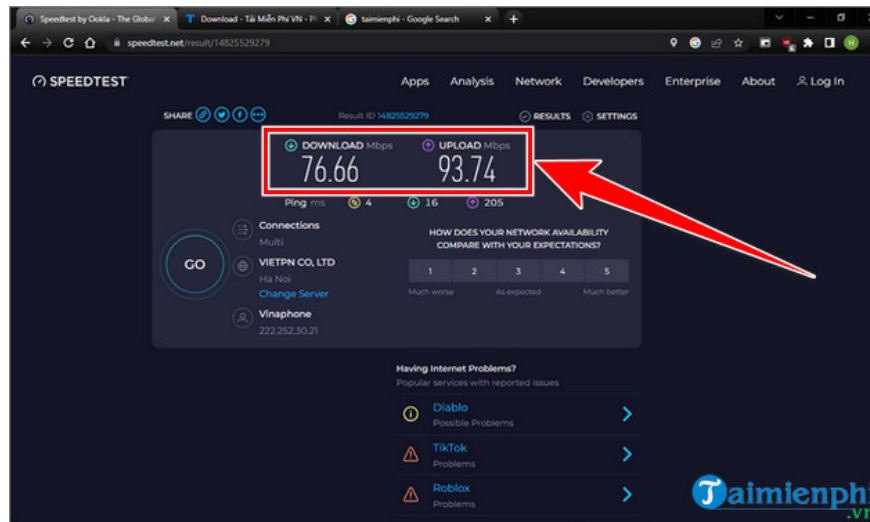
First, you should check your internet connection using speed testing tools like Speedtest. Disconnect all devices except the one you are testing to get the most accurate results.

Step 1: Access the Speedtest homepage here .

Step 2: Press the Go button to start testing your internet speed.



Step 3: Speedtest will run automatically and provide you with the results. As in the example below, the download speed is 76.66 Mbps and the upload speed is 93.74 Mbps.



If the results show speeds comparable to those offered by your internet provider, then you likely need to troubleshoot your computer.

If your laptop's internet speed differs significantly from the specifications promised in your service contract, please contact your internet provider's customer service to resolve the issue.

2. Eliminate hardware-related issues.

To rule out hardware issues, please double-check the following:

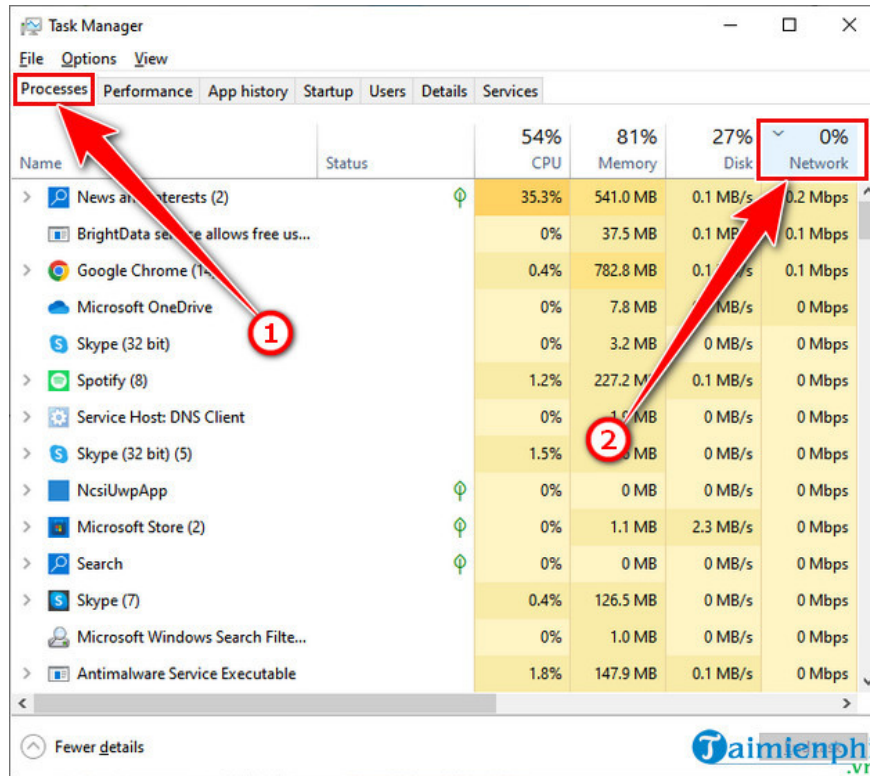
- If you're using a wired connection, check for any broken or damaged sections, then check both ends of the cable. A damaged network cable can cause your internet speed to slow down or become intermittent.
- Check your modem to see if all the lights are on. Modems that operate for extended periods can overheat, leading to unstable network connections. Therefore, you need to reset or turn off your modem for a few minutes and then turn it back on to resolve the issue.
- Scan your computer for viruses; you can download and use the top free antivirus software of 2023 here.
- Solution: **Change DNS to Google 8.8.8.8 when network errors or interruptions occur on Windows 10, 7, 8, and Windows XP**. When the AAG or IA undersea fiber optic cable is broken, the network provider will reroute traffic through backup lines; however, this can cause DNS system errors. To fix this, you can refer to the method of changing DNS on your computer here.
- Change your Wi-Fi password to a strong, hard-to-guess character, and most importantly, change your Wi-Fi password more frequently.
- When the AAG cable is broken, you test your internet speed and find that it's lagging and not as fast as usual. So how can you increase your internet speed?

3. Close Unnecessary Software

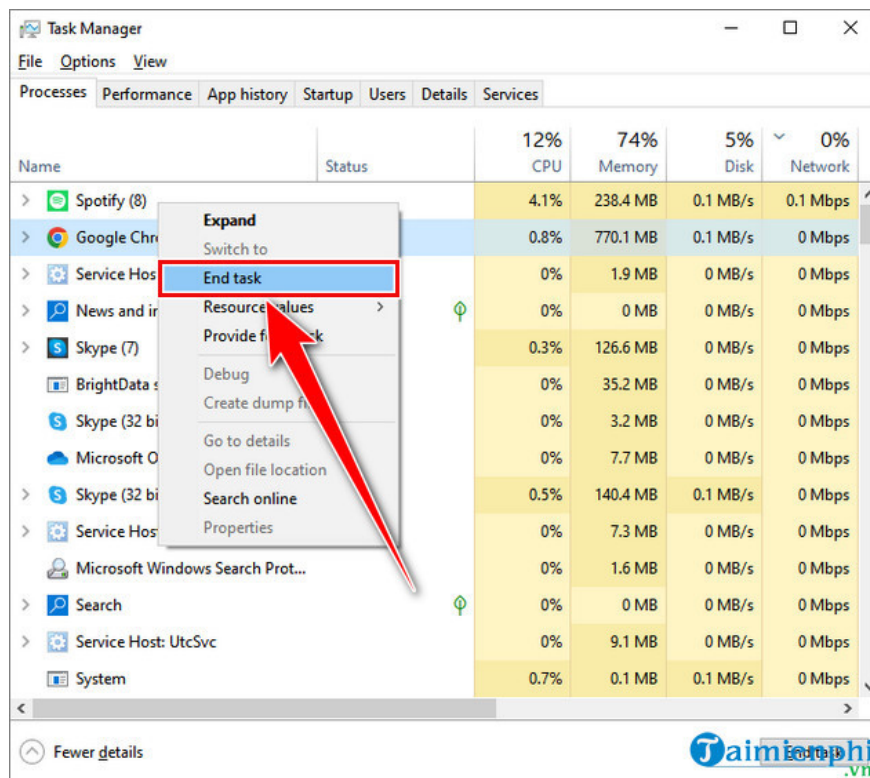
Typically, your computer runs operating system applications that Windows needs to function, as well as third-party software. While useful, these often consume excessive network resources. Therefore, you should disable some of these programs and applications to improve your internet speed. Here are the steps you need to take:

Step 1: Right-click the Start button and select Task Manager.

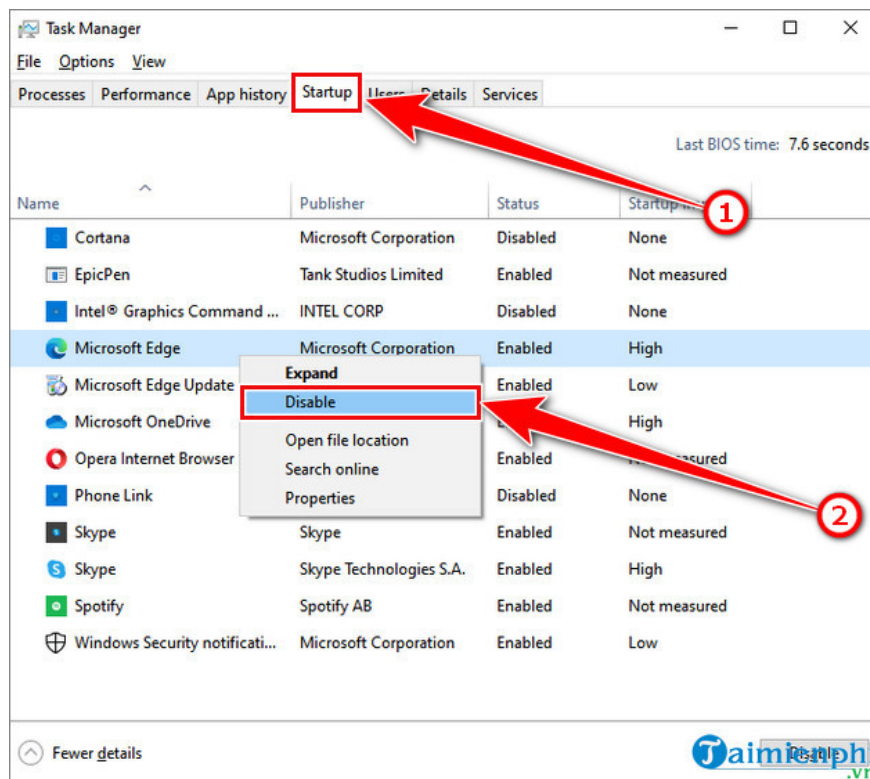
Step 2: Select the Processes tab and click on the Network column header to sort applications by network consumption.



Step 3 : Right-click on unnecessary applications that are consuming your resources and click End Task.



Step 4 : Next, click on the Startup tab, right-click on the unnecessary tasks and click Disable.

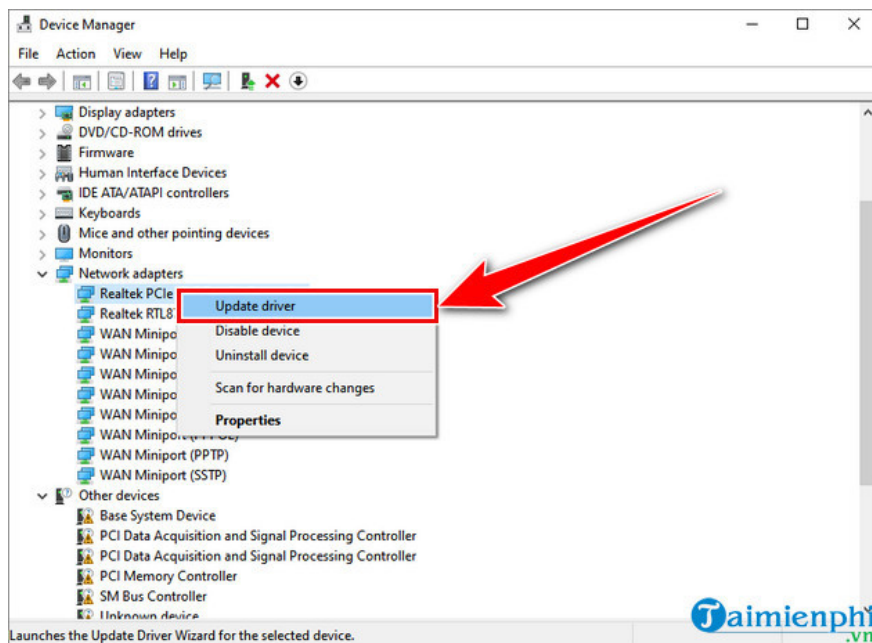


4. Update network drivers.

If your computer's network driver is outdated, you may not be able to access the internet at the best speed. To update your network driver, follow these steps:

Step 1: Right-click the Windows Start button and click Device Manager.

Step 2: Expand the Network adapters section, right-click on the network tabs, and select Update Driver.



Above, TipsMake has guided you on how to fix slow internet speeds and handle slow internet speeds when the AAG undersea cable is broken. If you have any questions, please leave a comment below for specific answers.

You finished reading the article "**Troubleshooting slow and intermittent network issues, addressing slow internet speeds caused by the AAG undersea cable outage.**" edited by the [TipsMake](#) team. We hope this article has provided you with many useful tech tips and tricks. You can search for similar articles on tips and guides. Thank you for reading and for following us regularly.