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9 May 2022

VIA UPS 1Z1723W73698849648

Mr. Jeff McElfresh
AT&T Communications
208 South Akard Street
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Subject 1: Job Performance of AT&T Staff – AT&T Fiber Internet Installation

Subject 2: Product Performance of 300/300 Internet Service – Upload Speed Browser Dependent?

Dear Mr. McElfresh:

Congratulations on your recent promotion; well-deserved and may you enjoy the best of fortune!

Regarding Subject 1, installation for my home office occurred on Saturday, 23 April 2022. Leading to that installation I interacted with four AT&T employees (by first name: Alex, Salma, Christian and John), all of whom performed flawlessly. My sincerest praise to these fine people; well done!

However, regarding Subject 2, the first part of this issue was detected at initial boot-up. I say 'first part' because on Saturday 23 April 2022 there was no explanation or fix for the very disappointing upload speed. The installer made several calls to AT&T personnel; all of whom also had no ideas/solution. I was promised a follow-up and fix, but in the last two-plus-weeks none has occurred.

I deciphered the second part of Subject 2 **on my own** post-install. Attached are screen-shots of the **speed tests** I have run to detect a pattern that may lead to an AT&T fix. These tests were run on two PCs: A powerful home-build that I use for DDM Consulting work, and the living room Dell PC for casual browsing/streaming. The home-build uses a dedicated 100m/1G/2.5G card; the Dell uses a 10m/100m/1G motherboard port. All Ethernet cabling is CAT-7 or higher. Both PCs have the following browsers:

Google Chrome

Microsoft Internet Explorer (legacy)

Brave

Firefox

My primary browser is Chrome. The speed test results are the same regardless of PC. **The only browser that consistently offers solid 300/300 download/upload performance is Firefox.**

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Mr. Jeff McElfresh
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Perhaps the most compelling/validating are the first two attachments. When I connect to my AT&T Account page **using Chrome**, I get poor upload speed results (as when I run the test directly) When I connect to my AT&T Account page **using Firefox**, I get good upload speed results.

The other attachments show the *direct* results for the four browsers. To maintain consistency I used the same speed test server (changing servers or PCs had no effect).

Please also note that the Android results, or more precisely **the Wi-Fi performance is as-advertised**. This detail was confirmed during installation. When I run a speed test on my Samsung S10+ cell phone, I get Firefox wired-levels of performance. This same result also occurred from the Wi-Fi output of the BGW-320-500 modem/router on the installer's cell phone (John). But the wired non-Firefox upload performance is very disappointing. Download is good in all scenarios.

My primary utility for switching to the AT&T Fiber service is the DDM Consulting PC, and the promise of great 300+ upload speeds (many of my crash test videos are LARGE files, and take a very long time to upload).

Again, from my testing on two difference PCs, the poor upload speed appears to be browser dependent.

At this point I am disappointed in two regards:

- (1) The not-as-promised upload speeds that appears to be browser dependent . . . this should not be the case, and/or AT&T should be aware / be able to resolve,
- (2) The lack of follow-up/resolution by AT&T.

Respectfully yours,

Paul V. Sheridan

Attachments




Home / Support / Speedtest

AT&T Account CHROME Test

Internet speed tests

Check the upload and download speeds of your connected devices or home Wi-Fi® gateway.

Device test

SPEEDTEST

PING
12
ms

JITTER
1
ms

AT&T Internet
172.7.179.62

AT&T
Cicero, IL

TEST AGAIN



AT&T
Cicero, IL

DOWNLOAD
368.8
Mbps

UPLOAD
90.6
Mbps

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Wi-Fi gateway test

Speed to home

Download
388.9
Mbps

Upload
354.0
Mbps

YOUR PLAN
AT&T Internet 300
Speeds up to:

- 292 Mbps download
- 292 Mbps upload

View history

Restart test

Home / Support / Speedtest

AT&T Account FIREFOX TEST

Internet speed tests

Check the upload and download speeds of your connected devices or home Wi-Fi® gateway.

Device test

AT&T SPEEDTEST

- PING: 12 ms
- JITTER: 0 ms
- DOWNLOAD: 363.3 Mbps
- UPLOAD: 376.3 Mbps

AT&T Internet
172.7.179.62

AT&T
Cicero, IL

TEST AGAIN

AT&T
Cicero, IL

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Wi-Fi gateway test

Speed to home

- Download: 389.0 Mbps
- Upload: 352.0 Mbps

YOUR PLAN
AT&T Internet 300

Speeds up to:

- 292 Mbps download
- 292 Mbps upload

[View history](#) [Restart test](#)

Microsoft Internet Explorer

SHARE [Link] [Twitter] [Facebook] [More]

Result ID 13090156740

RESULTS SETTINGS

PING ms: 12

DOWNLOAD Mbps: 375.43

UPLOAD Mbps: 97.43

GO

Connections: Multi

AT&T: Cicero, IL
[Change Server](#)

AT&T Internet: 172.7.179.62

HOW LIKELY IS IT THAT YOU WOULD RECOMMEND AT&T INTERNET TO A FRIEND OR COLLEAGUE?

0 1 2 3 4 5 6 7 8 9 10

Not at all likely | Extremely Likely

Brave

SHARE [Link] [Twitter] [Facebook] [More]

Result ID 13090148201

RESULTS SETTINGS

PING ms: 12

DOWNLOAD Mbps: 378.21

UPLOAD Mbps: 72.27

GO

Connections: Multi

AT&T: Cicero, IL
[Change Server](#)

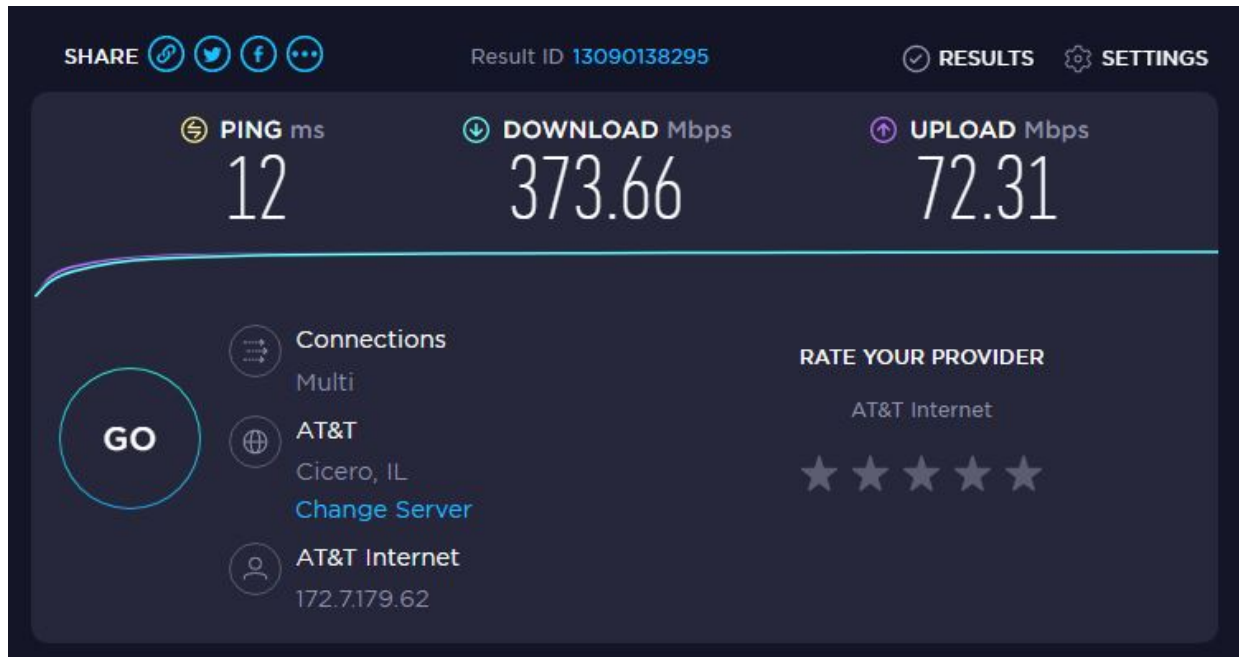
AT&T Internet: 172.7.179.62

HOW DOES YOUR NETWORK AVAILABILITY COMPARE WITH YOUR EXPECTATIONS?

1 2 3 4 5

Much worse | As expected | Much better

Chrome



Firefox

