

# My call quality is poor, what could be causing this?

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Generally, poor call quality is a result of an issue with the internet connection. There are multiple tests you can conduct to test your internet connection.

VOIPo provides a utility for testing that can be [downloaded here](#). If you are having call quality issues, please run this utility, select option 2 for a detailed test, and email the created text file with the results to [support@voipo.com](mailto:support@voipo.com).

There are also third party speed tests that you can run. While VOIPo does not endorse or have any affiliation with these tests, the following are popular:

[www.speedtest.net](http://www.speedtest.net)

[myspeed.visualware.com](http://myspeed.visualware.com)

If your internet connection appears to be functioning normally and you continue to have call quality issues, please contact support by emailing [support@voipo.com](mailto:support@voipo.com) or visiting [support.voipo.com](https://support.voipo.com) and submitting a ticket.