



Fault Diagnosis Guidelines

Diagnosing the problem:

Some faults may seem like a network problem but may really be your equipment or wiring. Unfortunately if the fault does exist with your equipment or wiring and an engineer visits your property then you will be charged £85 for the visit and £55 per part hour thereafter. So here are some simple checks to be carried out which could save you time and money prior to reporting a fault to us.

Difficulty making calls:

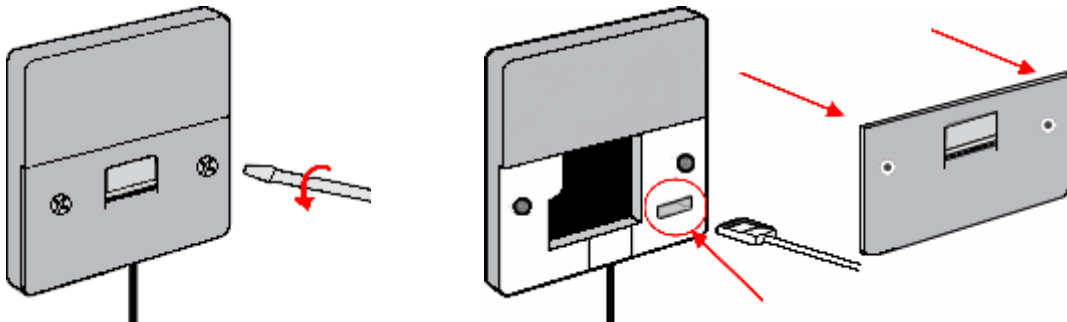
- Have you tried unplugging the phone and replacing it with one that you know works, if it works then it is likely the fault is with your phone.
- Do you have a cordless phone? If so, have you tried a corded phone in the master BT socket (usually the one which is attached to the outside line)?
- Have you tried dialling different telephone numbers? If the problem is just one number then it is more likely that the problem lies with the other person's phone line.
- Is the problem with all the phones in the property? If the problem only affects one phone then the problem is more likely the handset or equipment.

Noisy or faint line:

- If you have broadband, make sure you have a micro filter on every piece of equipment, including digital TV boxes, games consoles, faxes and every phone.
- Is the call noisy to just one particular number? If so then the fault is more likely to be the other person's line.
- Do you have a cordless phone? If so have you tried a corded phone in the master BT socket (usually the one with the outside line attached to it)? If the corded phone works fine then there is some interference on the line due to the equipment.

If the problem still persists:

- Unplug all the equipment out of all the telephone sockets.
- Test the main master socket – plug in a corded telephone.
- If the corded phone works at the main socket, try to identify and isolate where the fault lies i.e. such as extension cabling, equipment or telephone extension sockets.
- If the problem still persists check what type of main socket you have. If it has a half face plate (see diagram below) then the bottom half can be removed. Once removed, there is a test socket behind the face plate, try with a corded phone in this socket.



- If the test socket works then the fault is most likely the internal wiring, you can either contact a telecoms maintainer or contact us (you may be charged for this repair).
- If your main telephone socket does not have a half face plate and you have double checked everything then there may be a fault with the network or wiring.
- Now proceed to register the fault on line.

Do you have a telephone system (PBX)?

- If you have a phone system, we always recommend that if you are having problems with your call services and network features you check that it is not the system at fault. To do this, contact your systems provider.