

Top tips to avoid BT Engineer visit charges.

When you log a fault with us we may need a BT engineer to visit your property. As the engineer will only be concerned with faults within the BT network, you could be charged £175 + VAT if no fault is found. The good news is that you can avoid this cost by carrying out the following basic checks before logging a fault:

The telephone line

Test the phone line with the broadband equipment connected and disconnected. If you have no dial tone or a crackling line with your ADSL equipment removed you will need to raise this to the phone line provider.



Your hardware



If you are unable to connect to the internet please turn your router off by unplugging the leads for around 5 minutes. Plug them back in again and restart your computer and the router. Failing this, try again with an alternative router.

The ADSL microfilter

If you are suffering from connection difficulties please ensure that all phone lines with a device attached are correctly filtered. A faulty microfilter can cause intermittent or speed problems as well as a complete loss of service. We recommend that you try at least 2 filters one at a time from the main telephone socket.



Other devices



You may have devices such as phones, faxes, skyboxes, alarms etc connected to any phone socket in your premises. If connection difficulties are being experienced all devices should be removed. If the fault is then resolved they should be reconnected one by one to isolate the faulty piece of equipment.

The master socket

The broadband signal is strongest at the master socket - the socket where the phone line enters the premises. Internal extensions and sockets can reduce the signal significantly. If you have any connection problems, it is essential to test equipment from the master phone socket.

