

Getting to the heart of the problem on your line.

If you're having difficulty making or receiving calls on your BT landline, then it could be because of a problem with the network. As part of your contract with us, if the fault is with the BT network, we will send out a technician to fix it, and you will not be charged.

Please note: If you rent your line from another telephone company, you should contact them to report a fault, not BT.

But some faults, even ones that seem like network problems, may really be caused by a problem with your wiring or equipment. Unfortunately, if a technician comes round and it turns out that the source of the problem is with your wiring or equipment, then you will be charged for the visit. So it's worth carrying out a few simple checks, just to work out exactly what kind of problem you're dealing with.

A few simple checks that could save you time and money.

The good news is that many problems with equipment and wiring can be identified and solved by you, restoring your service immediately and saving you the cost of an unnecessary visit from a technician. Quickly-solved problems that our technicians frequently encounter are listed below:

No incoming calls.

- Have you checked that your ringer is on? The ringer switch may be on the underside of the phone, in which case it may have been switched to the 'off' position accidentally. Once you've found the switch, try calling your own number from a mobile with the switch in each of its two positions.
- If you use a cordless phone, is it properly charged? Check the battery indicator, if there is one, and that the charger contacts fit neatly to the phone.
- If you have more than one phone in your house, are they all on the hook and ready to receive calls?

Unable to dial out.

- Is the problem consistent across all the telephones in your property? If only one of them is affected and not the others, then it's more likely to be a problem with that connection or handset than with the network.
- Do you use another supplier for your telephone calls? If so, try dialling out using the prefix 1280. This will route your call via our network, so you will be charged at the normal BT rate for the call. If the call connects, then it's likely that the problem is with your call provider's network rather than BT's. In this case, you will need to contact them to arrange to have it fixed.

Noisy or faint Line.

- Is the problem apparent only on calls to, or from, one particular number? If so then it's quite likely that the fault is on the other number, not yours.
- If you're a broadband customer, are you using a microfilter for *every* piece of equipment on your line, including phones, TV digi-boxes, games consoles or faxes? Microfilters cut down the sound interference that sharing a phone line with a digital device can cause.
- Are you using a cordless phone? Try attaching a phone with a cord to the socket. If, having done this, you no longer hear noise on the line, then the problem is more likely to be with your cordless phone than the network.

If you've tried all these tests, but the problem still persists.

If none of the above advice identifies or solves your problem, then it's time to carry out a more thorough test of your line. To do this, just follow the instructions below:

1. Unplug all the devices from your telephone sockets.

So that you can test the line independently from any equipment attached to it, you'll need to disconnect anything you have plugged into any of the phone sockets in your house. This includes telephones, faxes, PCs, modems, satellite television or digi-boxes, extension leads, adapters or double adapters. If you have broadband, don't forget to unplug any micro-filters and your ADSL modem/router too.

2. Test your main socket.

Find your main socket. It's usually located where the line enters your property. Test it by plugging in a telephone with a cord.

3. If you have no problem at the main socket.

If the corded phone works alone on your main socket, then it's quite likely that the fault is with a piece of equipment and that your line and extension wiring are OK. To isolate the faulty piece of equipment, try plugging them in one at a time, checking the line again after each piece that you add. If you find that plugging in one particular piece of equipment causes the problem to recur, unplug it and consult the manual that it was supplied with, or contact the manufacturer.

4. If you still have a problem at the main socket and it has a horizontal bar across the front plate (figure 2) please follow the instructions.

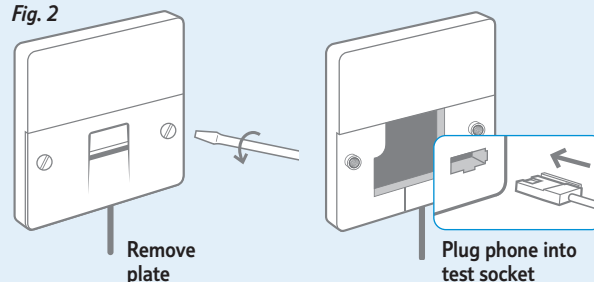


Fig. 1

If your main socket has no horizontal bar, like the one shown in figure 1, please skip to step 6.

Carefully unscrew the two small screws on the face-plate of the main socket and the bottom half of it should pull out. Behind it, on the right hand side (see picture), you should see the test socket. This connects directly to the telephone line, bypassing any extension wiring you have.

Fig. 2



Remove plate

Plug phone into test socket

5. If you have no problem on the test socket.

If your corded phone now works normally when you plug it into the test socket, then it's quite likely that your internal wiring is faulty. You can either attempt to repair the wiring yourself, or contact a telecoms maintainer (you may be charged for this repair).

6. If there's still a problem at the test socket or the main socket.

So that you can be confident that the problem is with the line itself (rather than the phone you've used to test it) it's worth checking the test socket (or main socket) with more than one corded phone. But if, having double-checked it, you find that the line still doesn't work there may well be a fault with the network or wiring. In this case, it's time to contact your telephone company to report the fault and arrange a visit from a technician.

If your telephone company is BT, you can report a fault 24 hours a day, 7 days a week by calling:

Residential Customers: 0800 800 151

Business Customers: 0800 800 154

Or, online at: www.BT.com/faults