Broadband

End User Technical Support

Version	Date	Description
1.0	21/01/2019	Document created
1.1	14/02/2019	Updated with minor changes to wording

Contents

First line Checks

The following diagnostics can assist with triaging any issues you are experiencing with your voice calls (SIP/Horizon) which are running over your Broadband connection.

We strongly recommend that you complete the following diagnostics before contacting your service provider support team. Completing these checks can resolve the majority of faults within 15 minutes and provide valuable information, even if it does not resolve the issue.

Preliminary WLR Tests

Check the physical phone line. To do this:

- Plug a telephone into the test socket, lift the receiver and listen for any audible noise

- Dial 17070 and press option 2, this will carry out a quiet line test

- Make a phone call and ensure the quality of the call is good
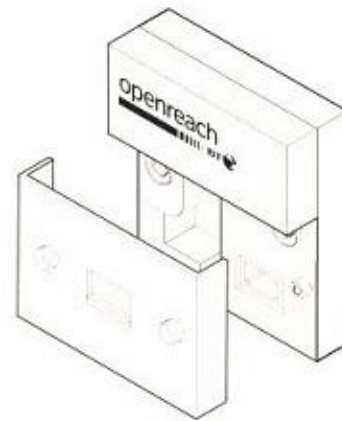
- If you own the line, carry out a WLR line test

No Dial Tone

- Is the router powered up?
- Are the router and associated cables connected correctly?
- Does rebooting the router resolve the problem?
- Is the underlying telephone line working ok?
- Plug in a phone and check that dial tone is present, and that there is no audible noise.
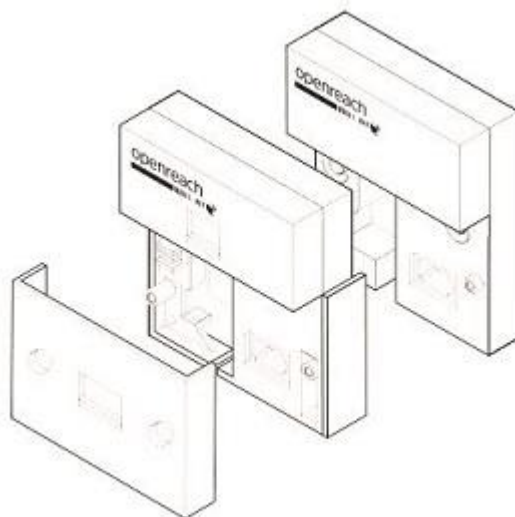- Is the sync light on the router (CD Light)?
- Is the PPP light on the router?

- When you contact your service provider support team, they will check to see if the connection has ever had a working service, if yes when was the fault first experienced? And has anything recently changed on site? i.e. new cabling, other electrical equipment?

- Is the router connected in the master socket? Has the internal wiring been eliminated?

- Does removing all other equipment from the line like analogue phones and fax machines solve the issue?

- Locate the BT master socket – the socket where the line enters your premises from outside

- Detach the faceplate by unscrewing the screws

- If you have a single-port socket (illustrated to the right), another socket is revealed behind the faceplate. Connect your phone directly to this socket in the same way you would normally connect to the front of the faceplate
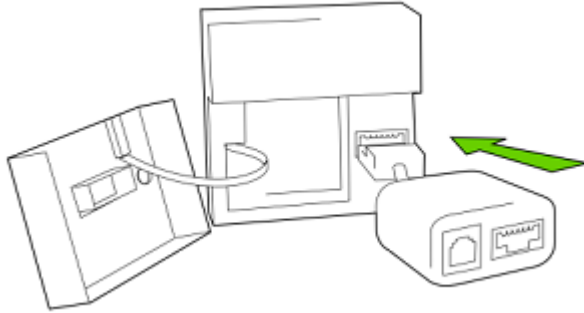

- If you have a two-port socket (with separate ports for broadband and telephone connections), after removing the faceplate you must also remove the plastic filter section beneath. Gently pull on this section to expose the rear test socket where you can connect your phone.

- Once your telephone is connected, lift the handset and listen for dial tone.
- If there is no dial tone - or if you hear a noise like crackling, popping or humming – contact your service provide to report a fault.

- If there are no noticeable issues with the telephone service, connect your broadband router to the test socket (using a standard micro filter) to see if this resolves your broadband connectivity issues. If it does, this could indicate a fault with, or damage to, your internal telephone wiring, particularly if you use your router on an extension.

Dropped Calls

- Is the problem experienced constantly or only at certain times of the day?
- Does the router lose sync when the calls are dropped? If so how long for and how does the user get sync back?
- Is the underlying telephone line is working OK? Plug in a phone - is dial tone present and no audible noise?
- Is the router filtered properly? Does changing the filter help?
- Is the router connected directly to the master socket? Has local wiring been eliminated?
- Has all other equipment been removed from the PSTN line (phone and fax machines)?
- Are there any sources of electrical or mechanical interference near the router?

Poor Call Quality

- Describe the symptoms exactly and at which end experienced: crackling or popping; distorted voice; intermittent silence; inaudible voice; echo on the line
- Is the problem experience constantly or only at certain times of the day?
- Is the underlying telephone line is working OK? Plug in a phone - is dial tone present and no audible noise?
- Is the router cabled and filtered properly? Does changing the ADSL [RJ11] cable and filter help?
- Is the router connected directly to the master socket? Has local wiring been eliminated?
- Has all other equipment been removed from the PSTN line (phone and fax machines)?
- Are there any sources of electrical or mechanical interference near the router?

Broadband Traffic Priority Policy

What is Traffic Priority

We provide a high quality broadband product for the business market. We aim to secure the highest quality of service for business critical applications during core business hours. Our network identifies and will offer a priority service for business critical traffic:

Activity/Application	Peak Priority Status: Mon-Fri 08:00-18:00	Off-Peak Priority Status
Assured Services	Level 3	Level 3
Business Services: VPN Email Off-site Backup Database Surveillance Software Markets Presentation Trading Remote Access (inc Terminal Services, SSH etc.)	Level 3	Level 3
Internet Browsing	Level 2	Level 3
Software updates	Level 2	Level 3
Audio Streaming (Excludes VoIP)	Level 1	Level 3
Video Streaming	Level 1	Level 3
Music & Video downloads, P2P etc	Level 1	Level 3

Priority Level settings:

Level 3: Business Critical Products & Services. These services are essential for business operations and continuity, and as such are time sensitive, therefore will always take preference over non time-sensitive or non-business critical services.

Level 2: Managed Products & Services. These are services which are not as time sensitive as those in level 3 but will take priority over services which are not critical for the operation or continuity of core business.

Level 1: Non-business critical traffic. These services are not classed as business critical or time sensitive.

Why and how do we do it?

By identifying the different types of traffic in our network we can ensure that both business critical and time sensitive products and services take priority over other traffic. This is done so that we can provide our customers with a premium class of business connectivity during core business hours.

When is our Traffic Priority Service deployed?

Our traffic priority service will be in use during core business hours – Monday to Friday 08:00 to 18:00. Outside of these times there will be no restrictions.

How to raise an Broadband fault

First see if the fault you have matches any of the previous descriptions. If so, please carry out the quick steps which will most likely resolve your issue. If your issue persists, call your service provider support team.