Slow Speed Broadband

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If you are reporting a slow speed issue on the ADSL "Max" products, please be aware that we can only raise faults with BT if they're consistantly less than 288Kbps. The specifications received from BT state only that the "Max" product will operate above 288Kbps. You can perform a speed test, which will be recorded by the BT systems and can be used as evidence with BT for raising a fault, by browsing to ....

http://speedtester.bt.com (http://speedtester.bt.com/)

The tester below is more appropriate for testing speed and other characteristics of your circuit including voice compatibility / quality.

http://speedtest.ic.net.uk (http://speedtest.ic.net.uk)

You will need to run several tests to obtain an accurate result.

How to report a fault?

If the results from the speed test confirm a slow speed then please report this directly to your internet provider. If your provider is Internet Central then please call us on 01782 667766 or go to helpdesk.netcentral.co.uk (http://www.helpdesk.netcentral.co.uk/) and raise a ticket.

What happens after I have reported my fault?

After reporting your fault to the technical support team it is then assigned to a trained engineer who will log and monitor your fault with BT.
Once the fault has been reported it can take up to four hours for BT to aknowledge the fault, during this time we cannot do anything to speed up the process.
Once BT have the fault in hand the diagnostics team will run a series of tests on the line depending on the fault raised.
BT then liase with ourselves via an online portal.
If a fault is found, an engineer is usually dispatched the same day to your local telephone exchange, however if a fault cannot be found an appointment is usually required and made for the next available engineer to attend the premises. A disclaimer form is needed from the customer, this is needed in the event that if the fault is with the customer's equipment i.e. router/modem and not with any BT equipment, then the customer accepts call out charges from BT.

Still having problems?

Ask us about our iPlate filters. These can help to reduce electrical interference and dramatically improve the speed and reliability of your line.

Posted by: Mark Simcoe - Wed, Jul 26, 2017 at 4:59 PM. This article has been viewed 5950 times.

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