

# **ULCC ADSL Service**

## **FAULTS**

- **Faults**

**There are several possible faults that could affect service. These fall in to three main categories:–**

- **Phone line faults**
- **ADSL service faults**
- **Internet faults**

**We recommend you carry out some simple checks first before calling us. When you call us we will need your assistance in doing a few basic checks on the line. This may mean checking the state of lights on the equipment, checking if the phone line is working (plug in a phone and check dial tone), and possibly power cycling (off then on) equipment such as your router and/or rebooting computers.**

**In the case of a phone line fault (no dial tone, or noise/crackles) you will need to contact normal BT faults and have the phone line fixed. This will usually resolve any ADSL issues.**

**In the case of an ADSL line fault or Internet fault, you will need to contact us so we can arrange for a BT engineer to fix the problem in the case of an ADSL line fault.**

**Before contacting us we request that the following procedures are completed and the answers noted.**

**ULCC are available for support Monday – Friday 9.30am until 5.30pm with the exception on bank holidays and University holidays.**

**Please contact the service desk on 020 7692 1122 stating that you are having problems with your ADSL service provided by ULCC and they will pass on the relevant details.**

## ADSL Support Troubleshooting Procedures

<b>1) Please provide the following information:</b>	
-ADSL order #:	
-ADSL line #:	
-Contact Number for End User:	
-Alternative number for End User:	
-Contact name for End User	
<b>2) Are you getting ADSL sync with the local exchange? (Is the DSL or Sync light on on the router / modem?)</b>	<b>Yes / No</b>
<b>3) Does voice telephony still work?</b>	<b>Yes / No</b>
<b>4) Is there any non ADSL equipment on the line? i.e. <i>Security alarm</i> <i>Fax machine</i> <i>Sky box</i></b>	
<b>5) Has another ADSL modem or router been used and if so does this make a difference?</b>	<b>Yes / No</b>
<b>6) Has another ADSL micro filter been used and if so does this make a difference?</b>	<b>Yes / No</b>
<b>7) Has ADSL ever worked?</b>	<b>Yes / No</b>
<b>8) When was you last aware that the service was operating correctly? (time/date)</b>	
<b>Please provide a brief description of the fault.</b> <i>-Can't download web pages.</i> <i>-Slow connection.</i> <i>-ADSL Light is constantly Blinking</i>	