



Guidance on Telephone Faults

INTRODUCTION

This document has been created to give advice and guidance for the unlikely event that you develop a fault on your phone line. We do our best to ensure that your phone line remains active. However, from time to time things can go wrong.

When a fault occurs, it can be with your own equipment or wiring, which is your own responsibility to maintain. If we were to send out an engineer to your property and the fault was not with our equipment, you could be charged for the visit (charges for this are detailed in our price list).

We've put together a couple of scenarios and simple checks (below) you can carry out before calling us.

Faults Team phone number: **0345 678 0051**

Tips to try to resolve any problems

- i. **Is the telephone ringer on or loud enough?** This can be done by checking your volume settings on your handset. Consult your telephone manual for detailed instructions.
- ii. **Are your phones securely placed in their holder or on the hook?** Ensure that your phones are placed within their holder correctly or placed back on the hook. Consult your telephone manual for detailed instructions.
- iii. **Are your phones connected?** Check that all wires leading from your telephone socket to your telephone handset are secure. This may be a case of disconnecting and reconnecting the wires.
- iv. **Check the battery on your cordless telephone if you own one.** Some cordless telephones can lose the charge on their handsets. This may be a case of replacing the batteries or ensuring your phone is being charged. Consult your telephone manual before attempting to replace any batteries.
- v. **Which telephones are affected?** If only one telephone is affected by the problem it maybe that this handset is faulty or not connected securely.

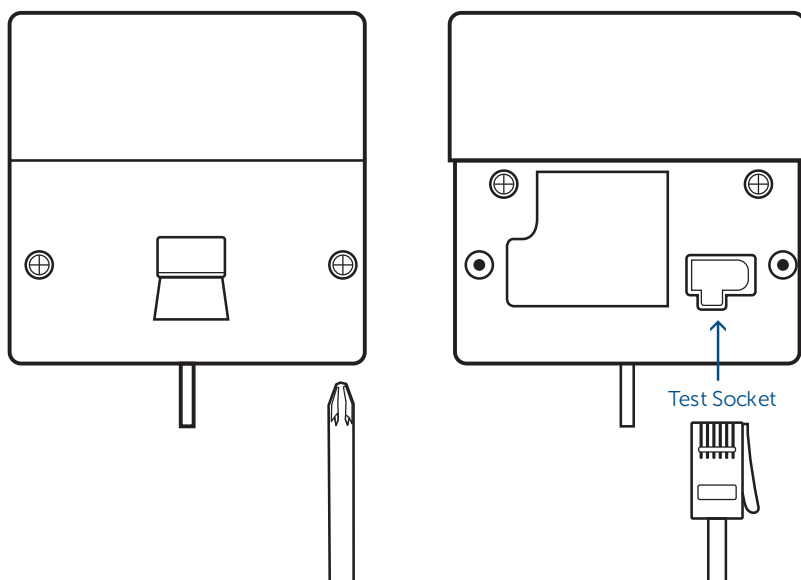
PLEASE ALSO REFER TO THE CHECKS BELOW

If the above tips do not resolve or identify your fault you'll need to grab a screwdriver!

- i. Unplug all your communications-related equipment from all of their sockets. This includes broadband (including micro filters), satellite television and alarm systems.
- ii. Test your main telephone socket, this is usually located where the phone line enters your property; use a corded telephone to see if your phone works on its own. If your phone works when no other equipment is plugged in, this suggests that the fault is located in one of the devices plugged into your line. Continue to plug in each piece one by one to establish which one is causing the fault.

If your phone is still not working please move to Step iii.

- iii. Test Socket – If your main socket has a horizontal line across the middle of it then unscrew the face plate and remove it, which will reveal a test socket located at the bottom right. If you do not have a test socket please move to **Step iv**.



Insert a working corded telephone into the test socket; this eliminates the internal wiring in your property.

If your phone works using the test socket, then this suggests that there is a fault with the internal telephone wiring of your property. This is your own equipment and it is your responsibility to maintain. We would recommend that you use a qualified engineer or electrician to visit your property to fix any internal wiring.

iv. If there is still a problem with your telephone at this stage or you do not have a test socket, please contact us on **0345 678 0051** to report the fault



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