

BT, Sky, Virgin & EE routers | Easy | 2 min read

How to check if your broadband provider has an outage

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Before you restart the router for the tenth time, check whether your provider already knows about a problem. If there is an outage, nothing you do at home will fix it. This guide applies to BT, EE, Sky, Virgin Media, Plusnet, TalkTalk and Vodafone.

Why check first

Outages in your area can show as a light that stays orange, red or amber. Restarting is harmless, but it will not bring back a broken service.

Step 1: use your mobile data

You will need a way to get online. Use your phone with mobile data, not your home Wi-Fi. Turn Wi-Fi off on your phone first.

Step 2: look for your provider's status checker

Most providers have a service status page on their website or in their app. Look for **Service status**, **Check for a fault** or **Broadband status**. You may need to enter your postcode or phone number. Plusnet, Virgin Media and BT all publish such pages. Use the page on your provider's real website, found by typing its name in your browser, and not a link in an unexpected text or email.

Step 4: do the quick home checks

1. Check the router power and cables.
2. Switch the router off at the wall, wait ten seconds, and switch on.
3. Wait ten minutes.
4. If you can, test with an Ethernet cable from the router to a laptop.

What if there is an outage

- Wait for the provider to restore the service.
- Keep any case number you are given.
- Ofcom, the UK regulator, has rules about compensation for some faults, depending on your provider. Check your provider's guidance and Ofcom's website for the details that apply.

When to get more help

Contact us or your provider if there is no outage listed, if only your line is affected, or if the fault has lasted longer than your provider said. Note the router lights and any fault reference.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.