

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

How to report a broadband fault and when you need an engineer

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.

If your broadband stops working and basic checks do not fix it, you will need to report a fault to your provider. This guide explains what to do first and what to expect. It applies to BT, EE, Sky, Virgin Media, Plusnet, TalkTalk and Vodafone.

Before you report a fault

Try these quick checks first, because the provider will ask.

1. Check for an outage on your provider's service status page.
2. Check the router is powered and the cables are firm.
3. Switch the router off at the wall for ten seconds, then switch on, and wait ten minutes.
4. Write down the light colours and whether they flash. If you have a full fibre box, note its lights too.
5. If you can, test with an Ethernet cable plugged into a laptop.

How to report it

- Use your provider's app, website or help number, which are shown on your bill or on the official website.
- Have your account details and postcode ready.
- Give the light colours, what you tried, and when the fault started.
- Ask for and write down a reference number.

When an engineer visit is needed

A visit may be arranged if the fault is in the line, the wall socket, a street cabinet or the fibre box. For many home faults the provider will first run line tests remotely. If the fault is in the network, an Openreach engineer may attend for providers that use Openreach lines. Virgin Media uses its own network.

During the visit

- Make sure an adult is home during the appointment slot.

Your rights

Ofcom, the UK regulator, has rules on how providers deal with faults and can require compensation in certain cases. The details depend on your provider and plan, so check your provider's guidance or Ofcom's website.

When to get more help

Contact us if the fault returns after a visit, if an appointment is missed, or if you are unsure what to say to your provider. We can help you write down the key facts.

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.