

Troubleshooting guide

It's all about minimizing downtime.

If you are having trouble with your telephone service, you must carry out a few checks before contacting us for support. This will help reduce frustration and identify whose remit it is to repair it.

This is a general guide and is applicable to any telecom's provider. If you have a broadband problem and they ask you to verify your line is working then, follow the guidance below.

The best way to eliminate internal wiring or equipment is to connect a wired telephone directly to the test socket inside your master faceplate, with all other devices (phones, answering machines, possible, sky box and so on) disconnected. Although RedCare and other security systems have caused problems in the past, you should not disconnect them as this may set an alarm off!



To verify whether a fault is internal or external, you need to remove the lower faceplate as shown in the pic. If your faceplate has another socket (RJ11) which connects to your broadband router, you should disconnect it as well.

Make sure not to stress or damage any of the cables.

Connect a known working wired phone. Make sure it is not a wireless phone and not a phone which has batteries or connects to the mains. Connect this phone directly to the test socket on the master faceplate.

If your line is working correctly then the problem is caused by either internal wiring or internal equipment. If you need us to help you further with internal issues, please contact us and we will arrange a callout at our usual fees.

If the line is not working correctly, (excessive interference, echo, line dead, very low volume etc..) phone us and we will report the fault to Openreach.

Remember, Megganet hasn't advertised for 15 years and we get all our new customers by referrals from satisfied customers.

While we cannot stop a car crashing into a telegraph pole cutting your line nor can we stop trees brushing up against telephone lines causing crackle noises, but you can rest assured we will do everything possible to get your telephone line back in action as soon as possible.