

# Investigating your broadband connection

1. You can determine which cabinet you are connected to by going to [dslchecker.bt.com/adsl/ADSLChecker.AddressOutput](http://dslchecker.bt.com/adsl/ADSLChecker.AddressOutput) and entering your postcode.

Alternatively look at the map on [www.connectingdevonandsomerset.co.uk/where-when](http://www.connectingdevonandsomerset.co.uk/where-when) to see if your area can receive superfast broadband. Some areas are 'out of programme' and therefore not likely to be upgraded this year. A possible solution to this if your speed is less than 2Mbps is to apply for a grant of up to £ 500 to cover the cost of an improved connection, see: [www.connectingdevonandsomerset.co.uk/cds-broadband-voucher-scheme](http://www.connectingdevonandsomerset.co.uk/cds-broadband-voucher-scheme)

2. It is difficult to change the distance from the cabinet.
3. Sometimes the telephone wiring within the house can interfere with the broadband signal and slow it down. The way to check this is to disconnect all of the wiring and use the test socket to test your broadband speed, this is straightforward if you have a BT NTE5 master socket.

## Testing the master socket

You need to remove the lower part to access the test socket:

Removing the lower part is likely to disconnect all of the phones in the house. If you do not have the type of socket above you can ask BT to install one for you; they may charge for this.

First test the broadband speed with everything connected. Then connect the **router to the test socket** with a cable of less than 5 metres, connect the **router to a computer** using standard network (Cat5) cable.

There are lots of sites that test broadband speed, the simplest is: [www.speedtest.net](http://www.speedtest.net)

On many of the others you risk clicking on something that will try to sell you something.

A video guide is available at [bt.custhelp.com/app/answers/detail/a\\_id/13892/](http://bt.custhelp.com/app/answers/detail/a_id/13892/)

If there is a significant difference between the download speed with everything connected vs the download speed via the test socket, then there is interference from your phones/wiring. This can be sorted out using an ADSL or VDSL faceplate. These are fairly straightforward to fit, cost around 10 pounds, the easiest is the BT Openreach VDSL Mk3 available from amazon:

[www.amazon.co.uk/GENUINE-BT-Openreach-Interstitial-Compatible/dp/B00NMUXPOS](http://www.amazon.co.uk/GENUINE-BT-Openreach-Interstitial-Compatible/dp/B00NMUXPOS)

Instructions can be found at: [www.youtube.com/watch?v=-zmy9rv0cQ](http://www.youtube.com/watch?v=-zmy9rv0cQ)

It has the added bonus that once fitted, none of the phones will require the digital filters, but the router will only work from the master socket. The top connection is slightly larger but will accept a standard router cable connection.

Unless your router is either very old, or very far from a wireless computer you are trying to use, or you are in an area of high Wi-Fi router density, the Wi-Fi speed is not likely to be a limiting factor. Speed testing with and without a cable can confirm this.

## Measure/check and submit your broadband speed

We are in the process of comparing Broadband speeds within Kingston, it would be helpful if you could send us your results. Ideally we would like to know:

1. the download speed;
2. your postcode;
3. your Internet Service Provider (ISP) (BT, Sky, TalkTalk etc.);
4. whether you use your internet connection for residential use or work or both.

I am happy to respond to comments/questions on [broadband@kstm.uk](mailto:broadband@kstm.uk)

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