



Drake & Co Estate Agents

Drake & Co's Guide to

Broadband and Troubleshooting

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Broadband Providers



Bills Paid Ltd is not a broadband provider, they are a bills management company. All utilities (including the broadband) are supplied by an approved provider, Bills Paid manage your accounts with those providers.

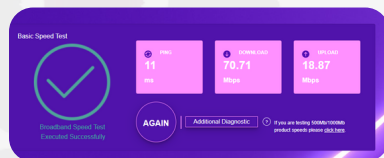
Most properties with an Inclusive Bills or Internet Package with Bills Paid Ltd will have BT business broadband. However, some houses' broadband may be supplied by brsk, NOW, or another provider.

If you are unsure which broadband provider you have, check the router installed at the property as this should have the provider's details listed on it. Alternatively, email info@drakes.co.uk or info@billspaidltd.co.uk.

Please **do not attempt to contact the broadband provider directly** for any reason as the accounts are in Bills Paid's name, not the tenants'. If you were to contact them directly, you would not be able to discuss the account, this could flag a security concern and your broadband may be affected. If you have any questions or concerns about your internet, please have a look through this guide, search for the information online, or take a look on the provider's website for tips and advice. If you are struggling, don't hesitate to contact Drake & Co or Bills Paid to discuss (using the details above), we will then be able to advise you accordingly.

Speeds

Internet speed is measured using Megabits per second (Mbps).



The agreed minimum/maximum speeds will vary for each property, depending on the package which has been secured between Bills Paid Ltd and the provider. BT business packages have speeds **up to** 78mbps.

There are several reasons why broadband speeds vary from household to household and are sometimes slower than the advertised average speeds, including: where you live, the distance between your house and the telephone exchange, the time of day, the type of connection you are using, the size of your home, etc.

You can **perform a speed test** using the following link, to find out what speeds you are currently achieving: <https://speedtest.btwholesale.com/>. Test the speed throughout different areas and times of day.

If you find that your speed is concerningly low, send us copies of your speed tests. If these fall below the minimum guaranteed under the contract, we will need to contact your provider to have this resolved.

Upload Vs Download Speeds

When you compare broadband speeds, the download speed is normally the rate you'll see advertised. Most of our online activities involve downloading data, whether it's streaming music, watching Netflix, playing online games, browsing the web or scrolling through social media. Although we need to upload data all the time too, the quantities of data we upload are typically less. Broadband providers know that the typical user uploads less than they download, so they usually configure their network to prioritise downloading data.



Routers and User Manuals

The type of router installed in the property may vary, depending on who your provider is, when the contract was renewed and the router available at the time of the installation. These are the most common routers installed within our bills inclusive properties.

Most of the time, the previous tenants leave the router plugged in, so you may not need to make any changes when you arrive at the property. However, here are lots of useful links for setting up and using your routers.



BT Business Hub 5

[Click Here](#) for instructions on how to set up this type of router.

[Click Here](#) for BT's troubleshooting and user manual for this router.

If the property has a hub 5, you can contact Drake & Co using info@drakes.co.uk to request an updated router (router upgrades are subject to availability and require Bills Paid's confirmation). You will need to bring the old router to our office when you come to collect the new one, as Bills Paid will need to return the old equipment to BT.



BT Smart Hub (previously known as Hub 6)

[Click Here](#) for instructions on how to set up this type of router.

[Click Here](#) for BT's troubleshooting and user manual for this router.



BT Smart Hub 2

[Click Here](#) for instructions on how to set up this type of router.

[Click Here](#) for BT's troubleshooting and user manual for this router.



All BT hubs should display a steady blue light to indicate that the broadband is working correctly. If the router is a different colour, [Click Here](#) to see what this means and follow the recommendations from BT.

NOW Broadband Hub 2

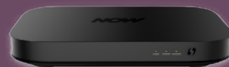
If your broadband provider is NOW, your router may look like this.

[Click Here](#) for instructions on how to set up this type of router.

[Click Here](#) for NOW's troubleshooting and user manual for this router.



The **three lights on the front of the router should be lit green**. An amber, or no light may indicate a problem. [Click Here](#) for more information about what the lights mean.



Brsk Technicolour

If your broadband provider is brsk, your router will look similar to this.

There will also be a small white box (line box) on the wall, which should be connected to your router by an ethernet cable.



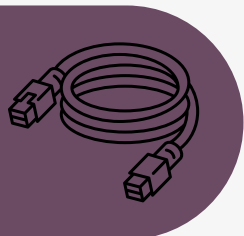
The **lights on your router and line box should be lit green**. [Click Here](#) for more information about the lights and what they mean.





Wired Connections and Adapters

Wired connections are much more reliable and have faster speeds than wireless!



Wired connections provide a direct and secure connection from the router to the device. This requires an ethernet cable which is plugged into the router and the device you wish to connect (laptop, console etc).

An **ethernet cable** is provided with the router when it is first installed in the property. If you cannot find this or you require more than one, they can be purchased at most retailers, for example: [Amazon](#) [ebay](#) [Argos](#)



If your router doesn't have enough ethernet ports, you may wish to consider purchasing an ethernet switch/ adapter to provide you with some additional ports. For example: [Amazon](#) [Currys](#)

If the device you want to connect doesn't have an ethernet port, you may need to purchase an adapter/ converter, for example: [Amazon](#) [ebay](#)



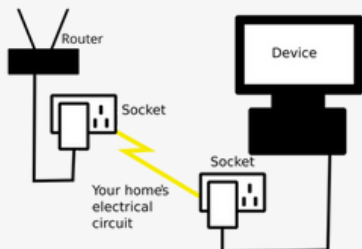
Using a wired connection usually depends on where the router is located, as it involves having the device plugged into the router. You mustn't run cables throughout the property (e.g. across hallways and up stairs) as this is a trip hazard. If your room is not next to the router and you'd like to use a wired connection, you'll need to purchase a powerline adapter.

Using a wired connection away from the router (Powerline Adapters)

What is a powerline adapter? **A powerline adapter is a device which uses your home's electric wiring to transmit communications signals. This allows you to use a wired connection, without plugging the device into the router directly.** [CLICK HERE](#) for detailed information and guidance.

The adapters (at least two) plug into your wall sockets. You can then use ethernet cables to connect your router to one adapter, and your device(s) to the other. This provides a physical, wired connection between your device and router without the hassle of loose trailing cables.

You can purchase powerline adapters from a variety of places, for example: [Argos](#) [Amazon](#) [ebay](#)



NOTE: Drakes, your landlord and Bills Paid Ltd cannot provide adapters. As per your Bills Agreement, Bills Paid Ltd provide the broadband router only, not any accessories. If you require these, you will need to purchase them at your own expense. Shop around for a device that meets your needs and budget. You may also wish to consider splitting the costs between your housemates if the devices can be shared.



Wireless Connections and Boosters

Wired connections are much more reliable and have faster speeds than wireless!

Wireless (Wi-Fi) connections use radio waves to transmit data from your router to your devices. This type of connection tends to be less stable, less secure and slower than wired. However, it can be **more convenient** as it allows you to stay mobile and avoids the need for running cables from the router to the devices.

Wireless connections aren't guaranteed by the broadband providers as they can be affected by multiple variables, such as the number of devices connected to the router, the distance between the router and device, the number of walls or obstacles blocking the signal, and interference from other signals such as Bluetooth, infrared, or neighbouring connections. Older devices are sometimes incompatible with newest wireless standards and may not be capable of handling faster internet speeds.

[CLICK HERE](#) for BT's recommendations for improving a Wi-Fi connection and [CLICK HERE](#) for a video tutorial.

The **Wi-Fi name and password** is generally stored on the back of the router and should only be shared with the tenants in the property. Remember, more devices connected to the Wi-Fi may cause a slower connection.



Boosting your wireless connection (boosters or extenders)

If you find your Wi-Fi connection is slow, drops easily or is difficult to connect to, you may wish to purchase a Wi-Fi booster or extender.

A Wi-Fi booster or Wi-Fi range extender is a device that receives the signal from your router, then **rebroadcasts it to other areas to expand its coverage**. This improves the performance of the Wi-Fi throughout the property, particularly in areas further away from the router where the router's Wi-Fi signal is weak or non-existent.

For optimal results, **placement is extremely important**. The booster must be close enough to your router to receive a decent signal, but far enough away to cover your desired areas. Don't hide it behind furniture or place it near appliances that can interfere with the signal, otherwise you won't get the full effects.

There are lots of types of boosters that you could purchase, we recommend searching online to find the best one for you. Here are some examples that we've found: [Amazon](#) [ebay](#) [Argos](#)

Your booster should come with instructions, they're all different but you can usually set them up pretty easily. You can set some up using your phone, others you simply need to press a button on the device.

Once installed, you'll likely need to change your Wi-Fi settings on your device (phone, laptop etc) and ensure that the device is connected to the extended network, not still trying to connect to your router.



NOTE: Drakes, your landlord and Bills Paid Ltd cannot provide adapters. As per your Bills Agreement, Bills Paid Ltd provide the broadband router only, not any accessories. If you require these, you will need to purchase them at your own expense. Shop around for a device that meets your needs and budget. You may also wish to consider splitting the costs between your housemates if the devices can be shared.



Problem Connecting?

If you are struggling to connect to the internet, make sure you have checked this thoroughly and exhausted all options before requesting a visit from an engineer.

If BT send an engineer at your request and the engineer **finds no problem**, or that the problem was **easily fixable** (equipment set up incorrectly, faulty extension lead etc), **tenants will be responsible to pay the call out charge (which is around £300)!** BT also charge a **fee for missed appointments**, therefore you must ensure that you are available during the visit. [Click Here](#) for more information about BT engineer call outs and costs.

I can't connect to the internet, what should I do?

Try not to worry, there is usually an easy fix for this.

1. **Turn your router off for a few minutes, then turn it on again!** This may sound simple, but it can help if your router is experiencing a glitch or has overheated.
 2. **Check the lights on your router and what colours are displayed.** Different lights may indicate different issues. See [page 3 \(Routers and Manuals\)](#) for useful links and follow the provider's guidance for this.
 3. **Reset your equipment.** The reset button is usually located on the back of the router, you may need to use something small like a pen nib or pin to press and **hold it for at least 30 seconds.** Once the light turns green, it has detected a signal from the exchange. The router should reboot and display a blue light showing that you are connected to the internet.
 4. **Check filter(s) and wiring.** The easiest way to check this is referring to [page 3 \(Routers and Manuals\)](#) and following the instructions/videos on how to set up your type of router. If you're using an extension cable or any other extra wiring/adapters, remove these to see if that is causing the problem.
 5. **Check you are using the master socket.** In some properties, there are multiple phone sockets fitted in places like the hallway, bedrooms or communal areas. The router must be plugged into the master socket, if another socket is being used the broadband will not work as this isn't being powered by BT. Try plugging the router into other phone sockets to see if this makes a difference.
 6. **Try a wired connection.** If you are connecting to the broadband using Wi-Fi, remember that Wi-Fi isn't guaranteed by broadband providers as it can be affected by multiple variables (number of devices connected, distance from router, walls/obstacles, interference etc).
- You must connect your device to the router using an ethernet cable to check if this works, see [page 4 \(Wired Connections and Adapters\)](#) for more information. If using a wired connection solves the problem, you may need to check the wireless settings on the router or your devices. Refer to [page 5 \(Wireless Connections and Boosters\)](#) and follow the advice to improve a Wi-Fi connection.
7. **Complete a speed test.** If you are able to connect but the internet is slow, refer to [page 2 \(Providers and Speeds\)](#) and follow the instructions using the link provided to complete a speed test.
 8. **If you have followed all of the steps above** and are still experiencing an issue with the internet, **please report the issue to us using our [online Report a Problem portal](#) so we can look into this.**

You will need to state what the problem is, how long you have been experiencing this, which router you have, the colour the hub is displaying, whether you have tried a wired connection and a speed test, what speeds you are achieving (if any) etc.

[Report a Problem](#)



Staff will contact the provider and arrange for a line test to be completed to see if there is a fault with the line. If a fault is detected, the provider will arrange for an engineer to investigate this. BT aim to fix a problem within two working days of it being reported to them. The engineer might not require access to the property if it is an external fault. If there is an internal fault, you will receive an email from Drake & Co informing you of the appointment which usually has a time frame e.g. 1-6pm. Tenants must be present for the appointment.

