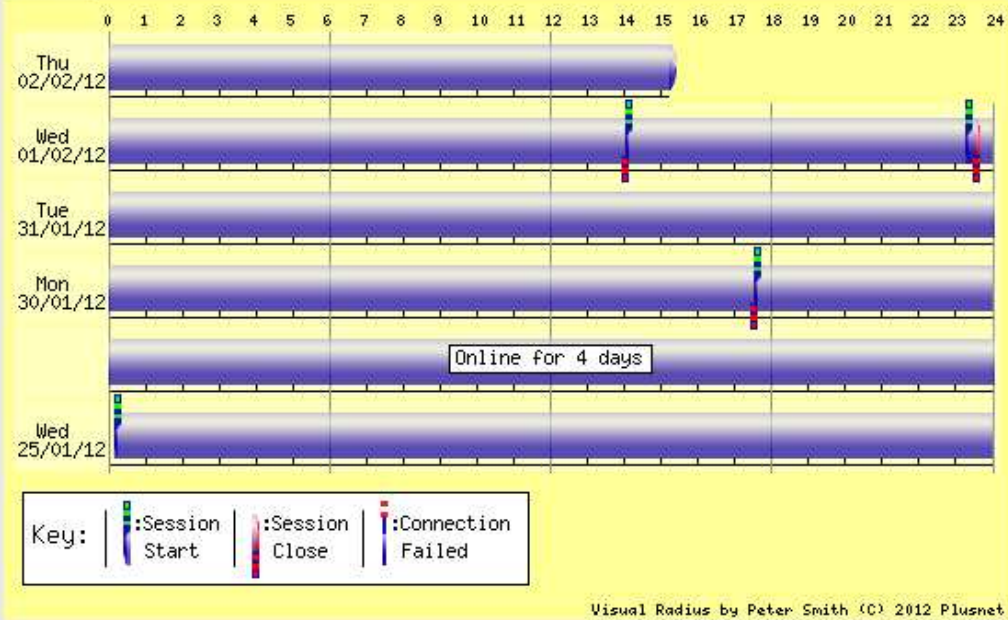




[Internal]



### KBD

<b>BRAS</b>	20202	<b>Profile Info</b>	WBC 160K - 24M No delay (INP 0) 3dB Downstream, UC No delay (INP 0) 6dB Upstream (ADSL2+)
EPP19 - Test 1 of the performance test has failed. To continue with the analysis, End User needs to execute Test 3 of the performance tester. Please ask the End User to run a full Performance test and re-test in KBD.			

### Status check

<b>Status</b>	Circuit In Sync		
<b>NTE</b>	PowerOn		
	<b>Upstream</b>		<b>Downstream</b>
<b>Loop loss</b>	4.8		19.5
<b>SNR Margin</b>	6		2
<b>Errored Seconds</b>	0		8
<b>Cell Count</b>	12826		23267
<b>Speed</b>	1179		20263
<b>Maximum Stable Rate</b>	7968	<b>Fault Threshold Rate</b>	6374
<b>MTBR</b>	22865	<b>ILQ</b>	A
<b>MTBE (Downstream)</b>	78	<b>MTBE (Upstream)</b>	953

## CLT

### Response

Line Test OK - all sockets unplugged

### Line Length (DN)

1307

### Line Length (DP)

1307

## TAM

### Response

No TAM test performed

## PTTR

Type	Date	Direction	Profile	Speed
TAP-1	1-2-2012 (23:47)	UpStream	1179	981.8399658203125
TAP-1	1-2-2012 (23:46)	DownStream	17877	3471.841796875

No obvious cause for the low throughput will request TAP-3 also EU advised of drops. Very few drops over the last 72 hours will query if EU has experienced more or whether tested with wireless.



**[REDACTED]** CSC Analyst  
3:23pm, Thursday 2 Feb 2012

Dear Mr Jones,  
Thanks for your patience.

After further testing we have been unable to find a fault with your line that would cause the low throughput you reported. Although have noted you mentioned there to be some drops in connection we can see 4 drops within the last 72 hours but this is considered normal.

If you are receiving more drops than this then there would be an issue between your computer and the router are you connected with wireless or an ethernet cable?

If you are connected with ethernet and have ruled out everything at your side then please continue with the next steps to run a more in depth speed test...

Please complete the broadband speed test using the guide below:

[http://www.plus.net/support/broadband/bbfaults/bt\\_speed\\_tester.shtml](http://www.plus.net/support/broadband/bbfaults/bt_speed_tester.shtml)

If the test is classed by the speed tester as failing, please re-run the test after configuring your router as follows.

Firstly we need you to log into your router using a new browser window, please use [this link if you are using a Thomson router we have supplied](#), other wise please consult the instruction manual that was supplied with your device.

When you have logged into your router, it firstly needs to be set up using the username speedtest@speedtest\_domain and password "testing" then switch back to the BT speed test window and re-run the test. If this isn't loading please try accessing the site through the IP address: <http://217.32.105.42/> as the

My question has been resolved

I need to add more details