

10 Sept 2016 Massive disruption 8 September. Line dropped again between 10.55 and 11.07. Router replaced with new Billion 8800NLR2 approx. 11.30. SNRM all over the place after reconnection, so much so that started to think router was faulty. Continued until approx. 16.25 when line quietened somewhat until approx. 19.25, when SNRM went crazy again and continued overnight to approx. 08.10 on 9 September. 25 line drops overnight – however, plusnet were carrying out work on the network and had problems on 9 September – maybe cause?

Line normal for us after 08.10, router rebooted 13.15, reconnected with normalish line speeds, though upstream is still not quite right. No phone calls made or received.

Incoming phone call at 09.05 caused line to drop at ringtone. Line re-connected and ok during conversation. Called out, slight effect on SNRM to request callback to test – line again dropped on ring back.

Disconnected line, graceful drop of PPP session, removed faceplate filter and reconnected into test socket on new filter, connecting both phone (BT6500 Quad digital on extension cable) and adsl. Allowed line to reconnect and steady. SNRM more or less as before.

Incoming call made from mobile – line dropped.

Disconnected phone from extension cable so no phones connected, called in from mobile, line dropped.

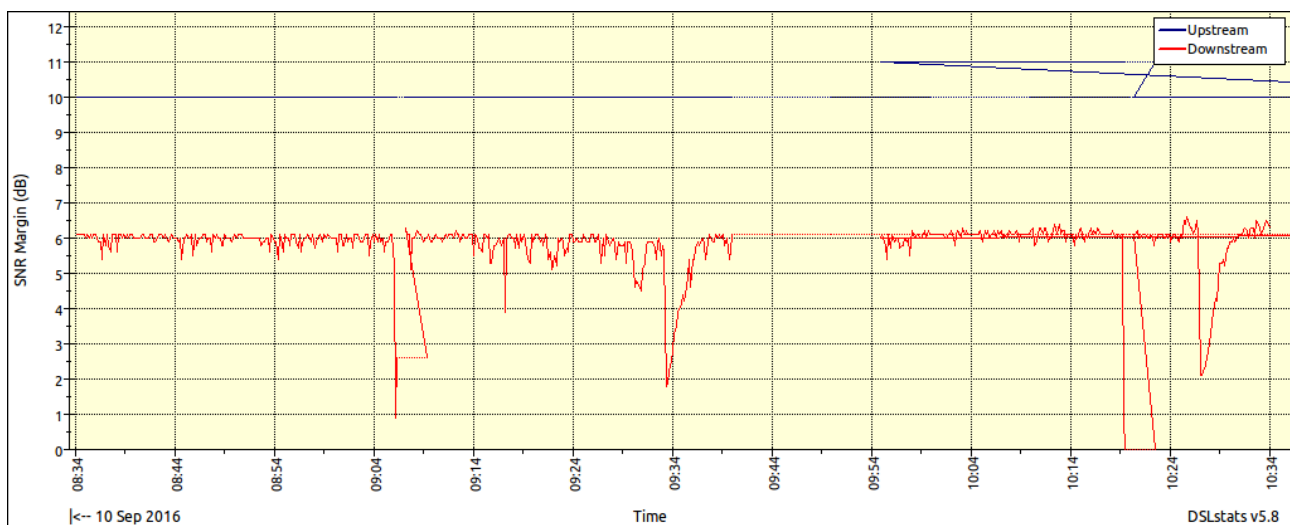
Disconnected phone extension cable, called in, NO line drop.

Reconnected extension cable, called in, no drop.

Reconnected standard corded phone, called line, no drop.

Replaced corded phone with BT6500 base station, called line, no drop. Repeated several times but absolutely no impact on SNRM.

System left with router and phone system connected to filter in test socket.



DSLStats v5.8

Recording resumed 09 Sep 2016 20:32:35

SNR Margin Conn Speed Tones Errors QLN HLog Stats Telnet Data Event Log Configuration

Stats recorded 10 Sep 2016 11:37:56

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DSLAM/MSAN type:      BDCM:0xa3a7 / v0xa3a7
Modem/router firmware: AnnexA version - A2pvI042c.d26e
DSL mode:             G
Status:               Showtime
Uptime:               1 hour 17 min 13 sec
Resyncs:              29 (since 08 Sep 2016 20:49:42)

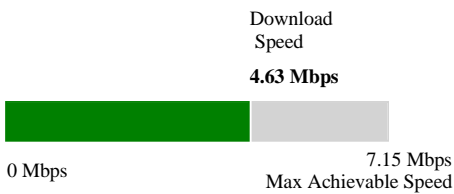
Line attenuation (dB):      Downstream   Upstream
                          47.5           31.5
Signal attenuation (dB):    Not monitored
Connection speed (kbps):    6144           768
SNR margin (dB):           6.1            10.0
Power (dBm):               19.6            12.3
Interleave depth:          32              4
INP:                       1.00            1.00
G.INP:                     Not enabled       Not enabled
Vectoring status:          Unknown

RSCorr/RS (%):             0.8951           0.0120
RSUnCorr/RS (%):           0.6879           0.0000
ES/hour:                   13.6             0
  
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Reset resync count

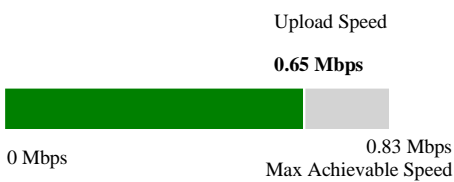
Modem uptime: 1 hour 45 min 27 sec Up speed: 768 kbps Up SNRM: 10.0 dB Interleave (Down/Up): 32 / 4
 AS uptime: 1 hour 17 min 13 sec Down speed: 6144 kbps Down SNRM: 6.1 dB ES/hour (Down/Up): 13.6 / 0

Best Effort Test: ⓘ-provides background information.



Download speed ⓘ achieved during the test was - **4.63 Mbps**
 For your connection, the acceptable range of speeds ⓘ is **2 Mbps-7.15 Mbps**.
 IP Profile for your line is - **5.42 Mbps**

2. Upstream Test: ⓘ-provides background information.



Upload speed ⓘ achieved during the test was - **0.65Mbps**
Additional Information:
 Upstream Rate IP profile on your line is - **0.83 Mbps**

xDSL
Mode ADSL_G.dmt
Traffic Type ATM
Status Up
Link Power State L0

	Downstream	Upstream
Line Coding (Trellis)	On	On
SNR Margin (dB)	5.8	10.0
Attenuation (dB)	47.5	31.5
Output Power (dBm)	19.7	12.3
Attainable Rate (Kbps)	6656	944
Rate (Kbps)	6144	768
K (number of bytes in DMT frame)	193	25
R (number of check bytes in RS code word)	16	16
S (RS code word size in DMT frame)	1.00	1.00
D (interleaver depth)	32	4
Delay (msec)	8.00	8.00
INP (DMT symbol)	1.22	0.10
Super Frames	480612	480612
Super Frame Errors	3507	1208
RS Words	26595446	3324010
RS Correctable Errors	205769	310
RS Uncorrectable Errors	129006	0
HEC Errors	128190	602
OCD Errors	712	0
LCD Errors	712	0
Total Cells	96164233	0
Data Cells	512981	0
Bit Errors	5289503	0
Total ES	84	0
Total SES	55	0
Total UAS	141	86

Estimated line speed:

2.0Mb (This may vary between 1Mb and 3.5Mb) - Checked on 2016-08-13 12:10:57

Current line speed:

4.8 Mb