

Disconnecting your router from the Master Socket

Sometimes when running tests on your internet line, we will ask you to disconnect the router from the master socket. This is important, as it will help us confirm if the fault is with the line provided by the supplier, or with some of the equipment on site. When we arrange a visit from the suppliers engineer, there will be a charge if the fault is found to be with the equipment on site rather than with their line.

The master socket will look something like this:



To disconnect the router from here, all you need to do is take out the cable that is plugged into the socket. Some Master Sockets will have a removable faceplate similar to the below. Please also remove this if possible



Revision #3

Created 6 July 2026 11:56:11 by Kian

Updated 6 July 2026 11:59:58 by Kian