Interference / REIN

75 Mark Simcoe Wed, Jul 26, 2017 Broadband / IC-Air 3116

Internet Central would like to bring to your attention an issue that can be related to intermittent broadband connections.

REIN is a form of interference generated by another source not necessarily in your premises, this can range from general appliances to Christmas lights.

You may think that christmas lights is extreme however the majority of the calls we take regarding these faults do generally occur around the christmas period and DO relate to certain christmas lights which is why I have mentioned this is in the article.
If an engineer is required we remind customers that the service provider (i.e Internet Central) is not responsible for this and neither are BT hence the fact that this is not included in the 40 hour standard target and 24 hour enhanced care target adhered to by BT.

This is because REIN issues are extremely difficult to resolve as the source although very local, could be coming from other premises.
We will however liase with BT to keep the customer as updated as possible as these faults can be very frustrating both for the customer and the provider.

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