

A busy week on the internet

It has been a busy week on the internet, Orange had a huge outage, thousands of people cut off from the net.

If your connection does go down the first thing you should do is to look at your router or modem. Are all the lights on, are any flashing, or has the cat decided to eat the cable? The first point of contact should be with your Internet Service Provider. Be prepared for a wait, enjoy today's selection of music, but please have a strong cup of coffee to hand. A book, perhaps *War and Peace*, will calm you. A pen and paper will allow you to plot your revenge.

Most of the companies have overseas call centres and it can be hard to understand the accents. If you are having trouble understanding them it is possible to ask to speak to a supervisor who perhaps has a better accent. For their part it must be an awful job pretending to be Brian or Julie.

If your router has gone down try turning both the computer and the router off, give it a couple of minutes and then turn the router back on first, followed by your computer. This can cure a multitude of problems. It allows the computer and router to come back in sync and hopefully communicate to the Web.

But other issues can cause problems. Not having a broadband filter (splitter) on each phone plugged directly into the BT sockets. Having more than 4 phones plugged in can also upset the balance and cause issues.

At the end of the day it is important to remember that 'your computer is your friend', and that your computer knows more about you than you do. There is always the abacus, but *Google Earth* really does not work that well on them.