

# Master socket guide – Plusnet Help

(DESCRIPTION)

A man in a Plusnet shirt standing in front of a Plusnet banner.

(SPEECH)

**Man:** Hello I'm Danny and welcome to Plusnet Help.

Today we're going to briefly go through the different types of master socket you may find in your home.

This is really important to know for setting up your phone and broadband, and also if a fault occurs.

A master socket is a square white socket that is fixed to one of the walls in your property.

It is the first socket where the telephone line enters your property and where your broadband signal is at its strongest.

(DESCRIPTION)

An extension socket and a Master socket are shown.

(SPEECH)

**Danny:** All other sockets and extensions within your property are connected to it.

The location of your master socket can be pretty much anywhere, however the most common places are as follows.

Your hallway,  
Near the front door,  
Around or underneath the front or back windows,  
Your attic,  
and your basement.

Not all properties have one, but if yours does, it'll look something like one of these.

(DESCRIPTION)

Four socket types are shown:

Non NTE5 – a flat face-plate, with a central socket and no recessed line.

Fibre SSFP – Two sockets with a broadband socket above and a telephone socket below.

Standard NTE5 – A flat face-plate, with a recessed line, and an 'Openreach' logo in the top left corner.

SSFP – Two sockets on a raised face-plate sometimes with 'ADSL V1.0' in the bottom right corner.

(SPEECH)

**Danny:** These are the different types of master socket you can expect to see.

Please select the master socket that looks most like the one you have for more information.