1

NO SYNC

Sy mptoms – ODU on the NTD is RED.

1. Reboot the NTD
2. Check f or signal lights on NTD
3. Escalate to upstream carrier

2

NO AUTHENTICATION

Sy mptoms – Internet light on the modem is OFF/RED

1. Reboot the modem & the NTD
2. Reset modem to f actory settings.
3. Check if the modem is connected to the correct UNI-D port
4. Check the connectiv ity (direct DHCP) by connecting a PC directly to the NTD
5. LDAP check with Data networks (TIAB)
6. Escalate to upstream carrier

3
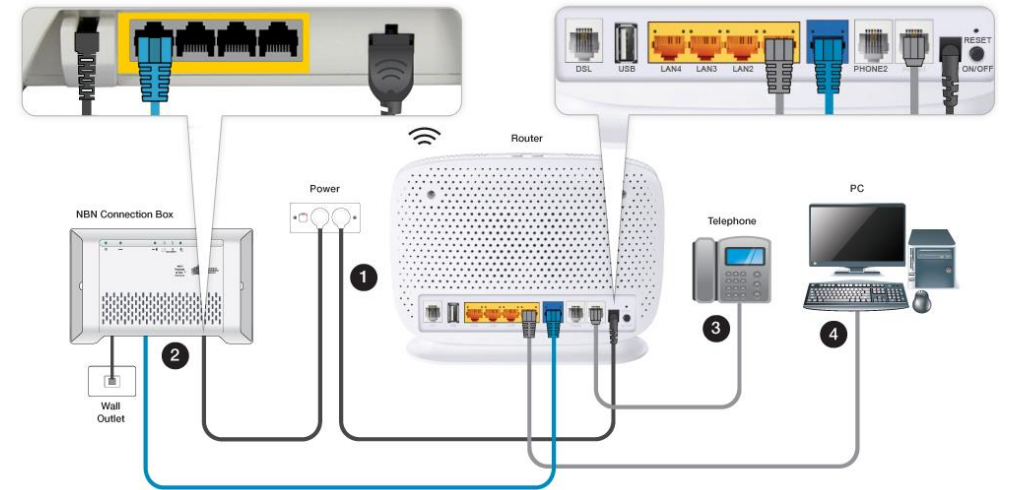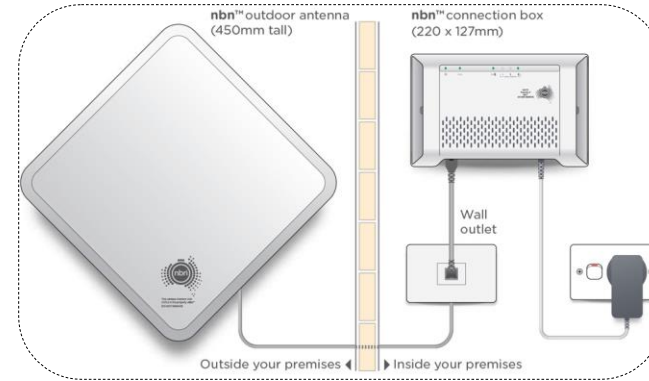
DROPOUTS

Sy mptoms – Intermittent connection loss

1. Reboot the NTD & the modem
2. Check the Signal status on the NTD. It has 3 signal bars and if it has f ewer signal lights then could cause dropouts.
3. Test with an alternate modem
4. Check the connectiv ity (direct DHCP) by connecting a PC directly to the NTD
5. Escalate to upstream carrier

4

SLOW SPEEDS

Sy mptoms – Slow Connection

1. Perf orm multiple speed tests on www.speedtest.net
2. Check the Signal status on the NTD. It has 3 signal bars and if it has f ewer signal lights then could cause slow speeds.
3. Av oid using Wi-Fi. Use an ethernet cable to connect the dev ice to the modem
4. Reboot the modem and repeat step 1
5. Check the speeds (direct DHCP) by connecting a PC directly to the NTD
6. Escalate to upstream carrier

nbn™ outdoor antenna (450mm tall)

nbn™ connection box (220 x 127mm)

Wall outlet

Outside your premises ◀ ▶ Inside your premises

DSL USB LAN4 LAN3 LAN2 PHONE2 RESET ON/OFF

Router

Power

NBN Connection Box

Telephone

PC

Wall Outlet

1

NO SYNC

Sy mptoms – DSL light is OFF/FLASHING

1. Check the DSL cable is connected.
2. Eliminate splitters or f ilters if av ailable.
3. Connect the modem to the pref erred main wall socket using a short DSL cable.
4. Test with an alternate VDSL compatible modem.
5. Escalate to upstream carrier

2

NO AUTHENTICATION

Sy mptoms – DSL light on. Internet light is OFF/RED

1. Reboot the modem.
2. Reset modem to f actory settings.
3. Test with an alternate VDSL compatible modem
4. LDAP check with Data networks (TIAB)
5. Escalate to upstream carrier

3

DROPOUTS

Sy mptoms – Intermittent connection loss

1. Check cabling.
2. Eliminate if there is any splitters or f ilters.
3. Connect the modem to the pref erred main wall socket using a short DSL cable.
4. Test with an alternate modem.
5. Escalate to upstream carrier

4

SLOW SPEEDS

Sy mptoms – Slow Connection

1. Perf orm multiple speed tests on www.speedtest.net
2. Av oid using Wi-Fi. Use an ethernet cable to connect the dev ice to the modem
3. Reboot the modem and repeat step 1
4. Escalate to upstream carrier
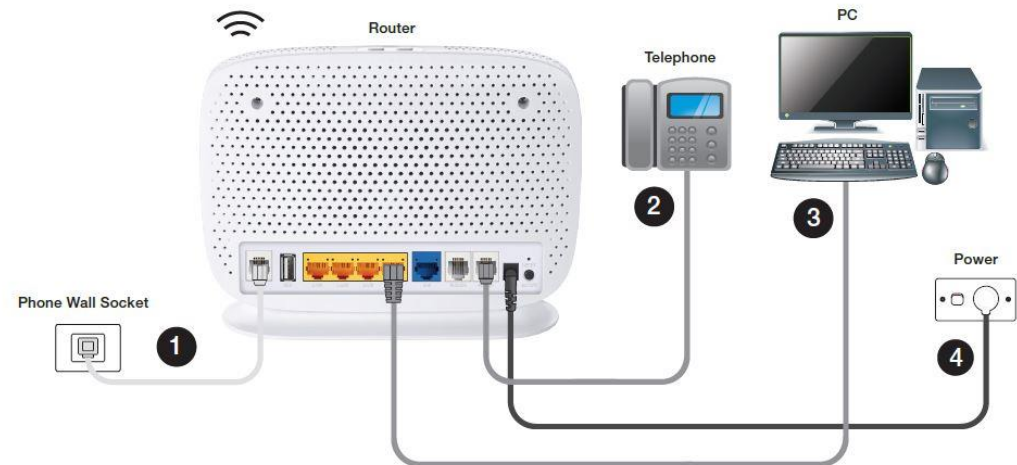
NBN TROUBLESHOOTING GUIDE
FTTC – Fibre To The Curb

1

NO SYNC

Symptoms – DSL/WAN light on the NCD is OFF/RED

1. Check NCD lights (Power, Link/Connection, DSL, LAN1)
2. Check the cable connectivity in between the wall socket & the NCD
3. RJ11 to be used between the NCD & the wall socket
4. RJ45 to be used between the NCD & the Modem/Router
5. Reboot the NCD & the Modem/Router

2

NO AUTHENTICATION

Symptoms – DSL light on. Internet light is OFF/RED

1. Reboot the modem and NCD.
2. Reset modem to factory settings.
3. Test with an alternate VDSL compatible modem
4. LDAP check with Data networks (TIAB)
5. Escalate to upstream carrier

3

DROPOUTS
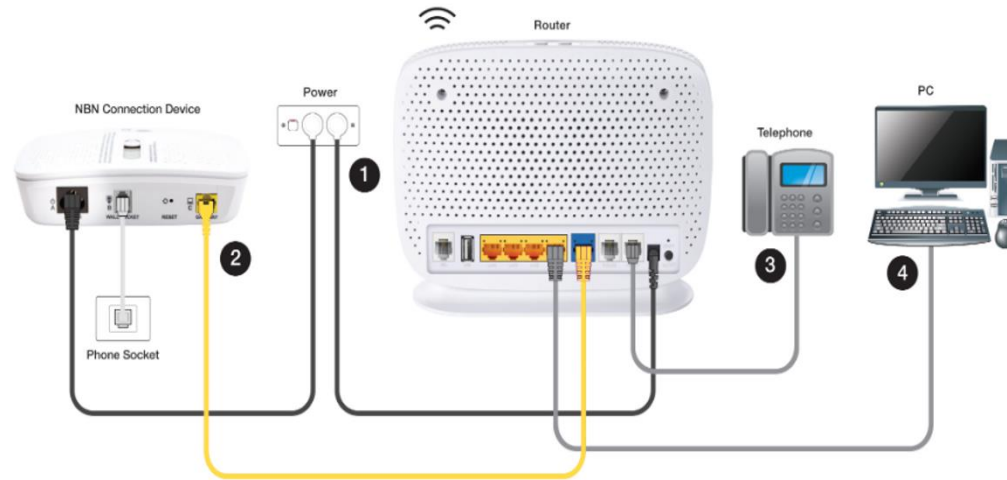
Symptoms – Intermittent connection loss

1. Check cabling.
2. Eliminate if there is any splitters or filters.
3. Test with an alternate modem.
4. Escalate to upstream carrier.

4

SLOW SPEEDS

Symptoms – Slow Connection

1. Perform multiple speed tests on www.speedtest.net
2. Avoid using Wi-Fi. Use an ethernet cable to connect the device to the modem
3. Reboot the modem and repeat step 1
4. Escalate to upstream carrier

Router

NBN Connection Device   Power   PC

Telephone

1

2

3

4

Phone Socket

NO SYNC

1

Symptoms – Optical light on the NTD is OFF/RED

1. Reboot the NTD
2. Check for any visible damages to the fibre lead
3. Escalate to upstream carrier

NO AUTHENTICATION

2

Symptoms – Internet light on the modem is OFF/RED

1. Reboot the modem & the NTD
2. Reset modem to factory settings.
3. Check if the modem is connected to the correct UNI-D port
4. Check the connectivity (direct DHCP) by connecting a PC directly to the NTD
5. LDAP check with Data networks (TIAB)
6. Escalate to upstream carrier

DROPOUTS

3

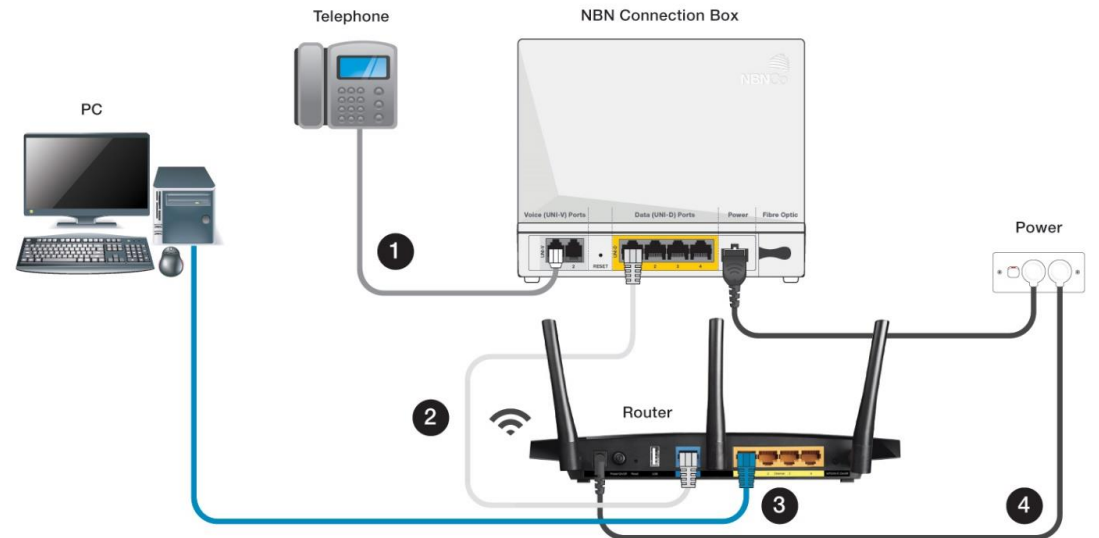Symptoms – Intermittent connection loss

1. Reboot the NTD & the modem
2. Check the connectivity (direct DHCP) by connecting a PC directly to the NTD
3. Test with an alternate modem
4. Record lights on the modem and escalate to upstream carrier

SLOW SPEEDS

4

Symptoms – Slow Connection

1. Perform multiple speed tests on www.speedtest.net
2. Avoid using Wi-Fi. Use an ethernet cable to connect the device to the modem
3. Reboot the modem and repeat step 1
4. Check the speeds (direct DHCP) by connecting a PC directly to the NTD
5. Escalate to upstream carrier

Telephone   NBN Connection Box

PC

Power

Router

1

NO SYNC

Symptoms – Power light on HFC NTD is on. other lights are OFF.

1. Check power on the HFC box
2. Reboot the HFC NTD & the modem
3. Check cabling between the HFC box and the modem
4. Escalate to upstream carrier

2

NO AUTHENTICATION

Symptoms – Internet light on the modem is OFF/RED

1. Reboot the modem & the HFC NTD
2. Reset modem to factory settings.
3. Check the connectivity (direct DHCP) by connecting a PC directly to the HFC NTD
4. LDAP check with Data networks (TIAB)
5. Escalate to upstream carrier

3

DROPOUTS

Symptoms – Intermittent connection loss

1. Reboot the HFC NTD & the modem
2. Check the connectivity (direct DHCP) by connecting a PC directly to the HFC NTD
3. Test with an alternate modem
4. Record lights on the modem and escalate to upstream carrier

4

SLOW SPEEDS

Symptoms – Slow Connection

1. Perform multiple speed tests on www.speedtest.net
2. Avoid using Wi-Fi. Use an ethernet cable to connect the device to the modem
3. Reboot the modem and repeat step 1
4. Check the speeds (direct DHCP) by connecting a PC directly to the HFC NTD
5. Escalate to upstream carrier