How to Fix NBN FTTP Dropouts

NBN Fibre to the Premises (FTTP) offers a fast and reliable internet connection. However, occasional dropouts may occur. This guide provides a step-by-step process to identify and resolve issues with your FTTP connection. Follow these steps to ensure your service runs smoothly.

1. Check for Known Outages

Before troubleshooting, verify if there are any planned or unplanned outages affecting your service:

- Visit the SpinTel website to check for any planned maintenance or reported NBN issues.
- Cross-check the NBN Co website for any unplanned outages in your area.

If an outage is reported, wait for it to be resolved before further troubleshooting.

2. Inspect the Network Termination Device (NTD)

The NTD is the device that connects your premises to the NBN network. Use the indicator lights to assess the connection status.
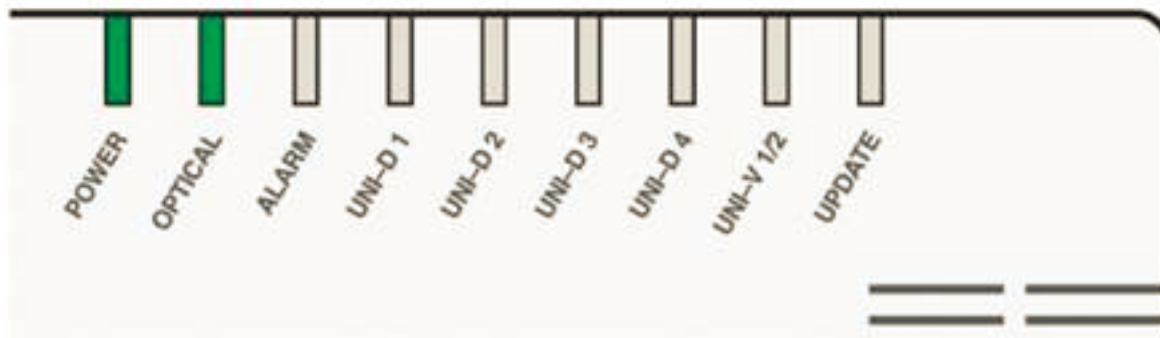
Check the lights on the NTD:

- **Power Light**: Should be solid green. If off, ensure it is plugged in and turned on.
- **Optical Light**: Should be solid green. If red or off, there may be a network issue. Please <u>contact us</u> for assistance.
- **UNI-D Light** (for the active port): Should be solid or blinking green. If off, check the Ethernet connection to your router.

3. Check Your Router

Ensure your router is functioning correctly and configured for your SpinTel service.

Restart the Router:

- Turn off the router and unplug it from the power source.
- Wait 1-2 minutes before plugging it back in.
- Turn it on and wait for the connection to stabilize.

Confirm Router Configuration:

- Verify the router is set up with the correct configuration.
- Check the order completion email from SpinTel for the configuration details.

4. Inspect Cables and Connections

Loose or damaged cables can lead to connection dropouts.
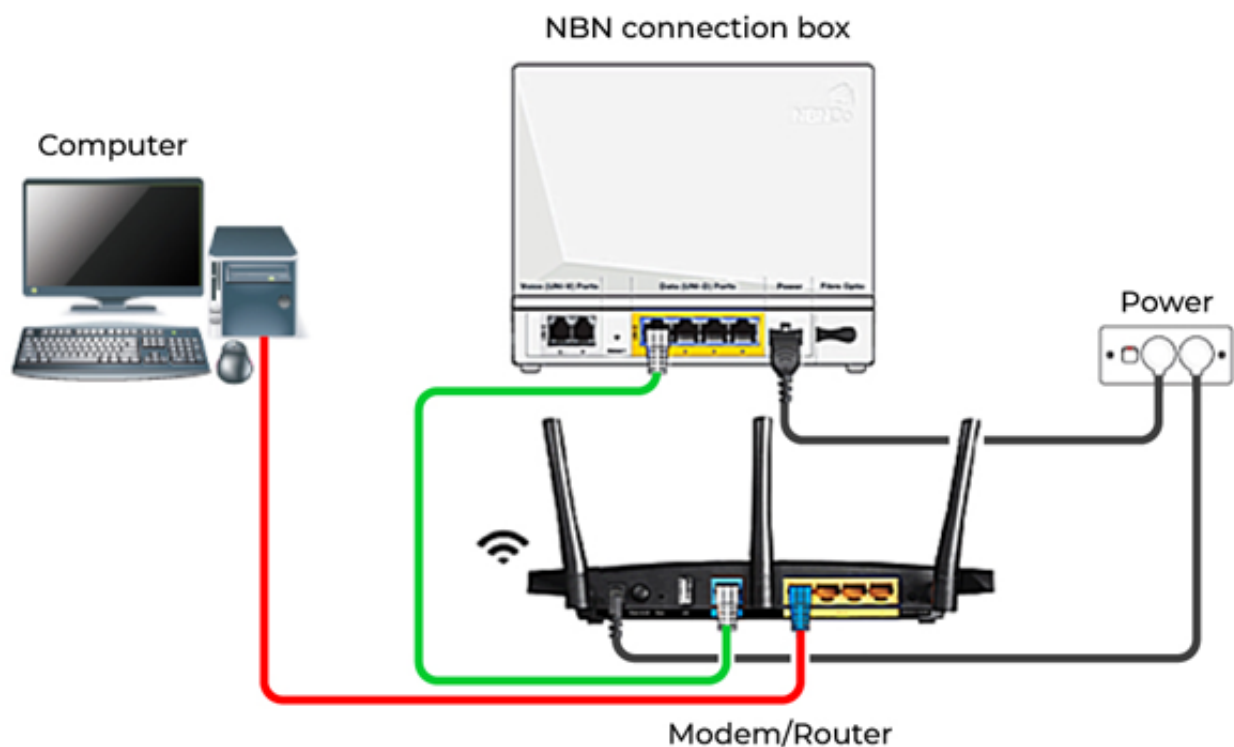
- Check the Ethernet cable between the NTD and your router. Replace it if damaged.
- Ensure all cables are securely connected to their respective ports.

5. Eliminate Interference

Wireless interference can cause connection instability.

- Place the router in a central location, away from walls and electronic devices.
- Change the Wi-Fi channel to reduce interference from neighbouring

networks.

6. Contact SpinTel Support

If the issue persists after performing the steps above,

- Gather the following information:
  - NTD light status (e.g., Power, Optical, UNI-D lights).
  - Frequency and timing of dropouts.
- Contact SpinTel Support for further assistance. Our team may escalate the issue to NBN Co if required.

Online URL:
https://articles.spintel.net.au/article/how-to-fix-nbn-fttp-dropouts.html