Fixing FTTP Dropouts: Fibre to the Premises Troubleshooting Guide

This guide is for customers using **FTTP (Fibre to the Premises)** NBN services. It explains common dropout symptoms, likely causes, and step-by-step instructions to help restore your connection quickly.

Dropouts You Might Notice

- Frequent or sudden loss of internet connection even though all lights appear normal.
- The **Optical** light turns red or starts flashing.
- Internet speeds become unusually slow or unstable.

Likely Causes

- Issues with the fibre line outside your premises.
- Loose or disconnected cables inside your NBN Connection Box.
- Temporary network fault (unplanned or planned outages)

Lights to Check on Your NBN Connection Box
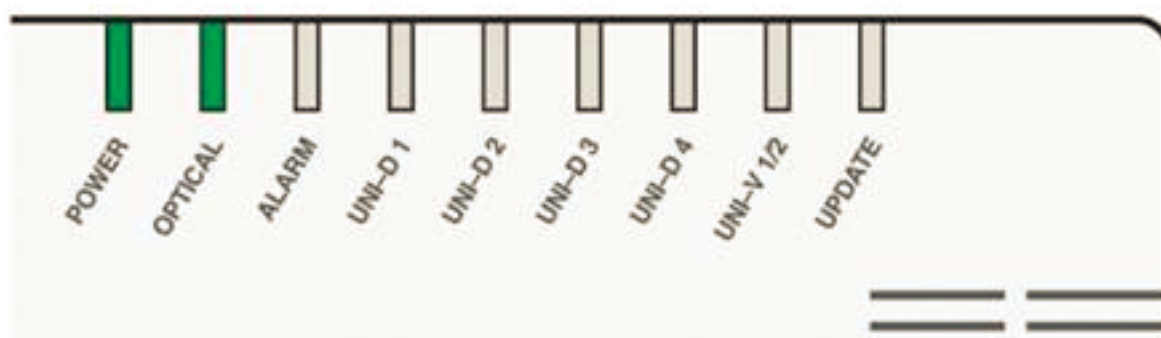
Step-by-Step Troubleshooting

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. Restart your equipment:

Turn off your modem/router and NBN Connection Box for 2–3 minutes, then turn them back on.

3. Check all cables:

Make sure every cable between the modem/router and the NBN Connection Box is secure and undamaged. Loose or damaged cables can lead to connection dropouts.

NBN connection box

Computer

Power

Modem/Router
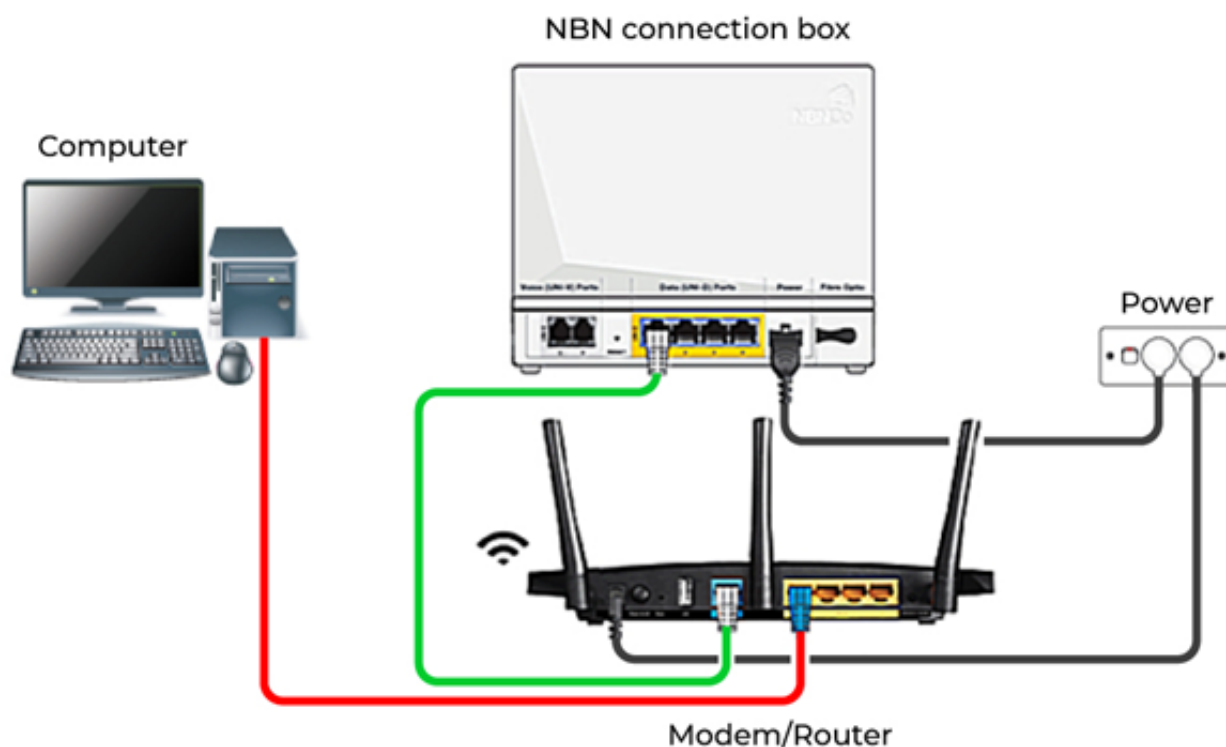
4. Eliminate Interference

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.

5. Test a wired connection:

If you're using Wi-Fi, plug your device directly into the modem/router with an Ethernet cable to rule out Wi-Fi issues.

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** or call 1300 303 375 for further assistance. Our team may escalate the issue to **NBN Co** if required.

Online URL: https://articles.spintel.net.au/article/fixing-fttp-dropouts-fibre-to-the-premises-troubleshooting-guide.html