

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

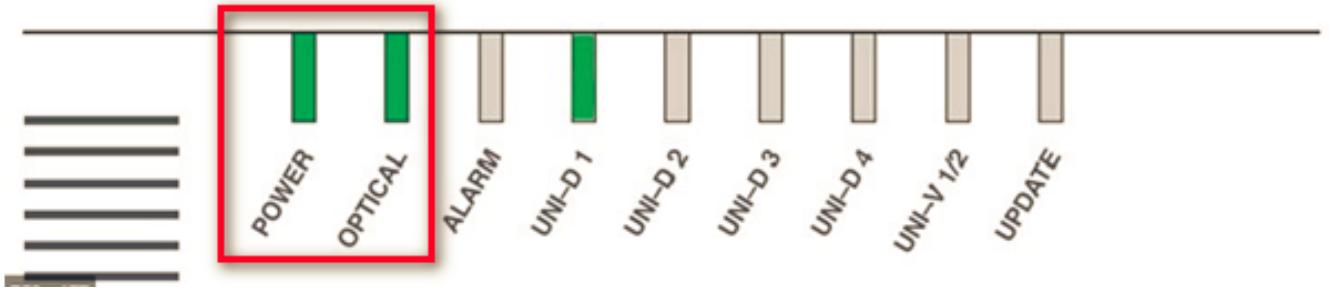
- Frequent or sudden loss of internet connection even though all lights appear normal.
- The **Optical** light turns red or starts flashing.
- Internet speeds become unusually slow or unstable.

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

Previous nbn connection box



FTTP connection box – one port



FTTP connection box – four port



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.

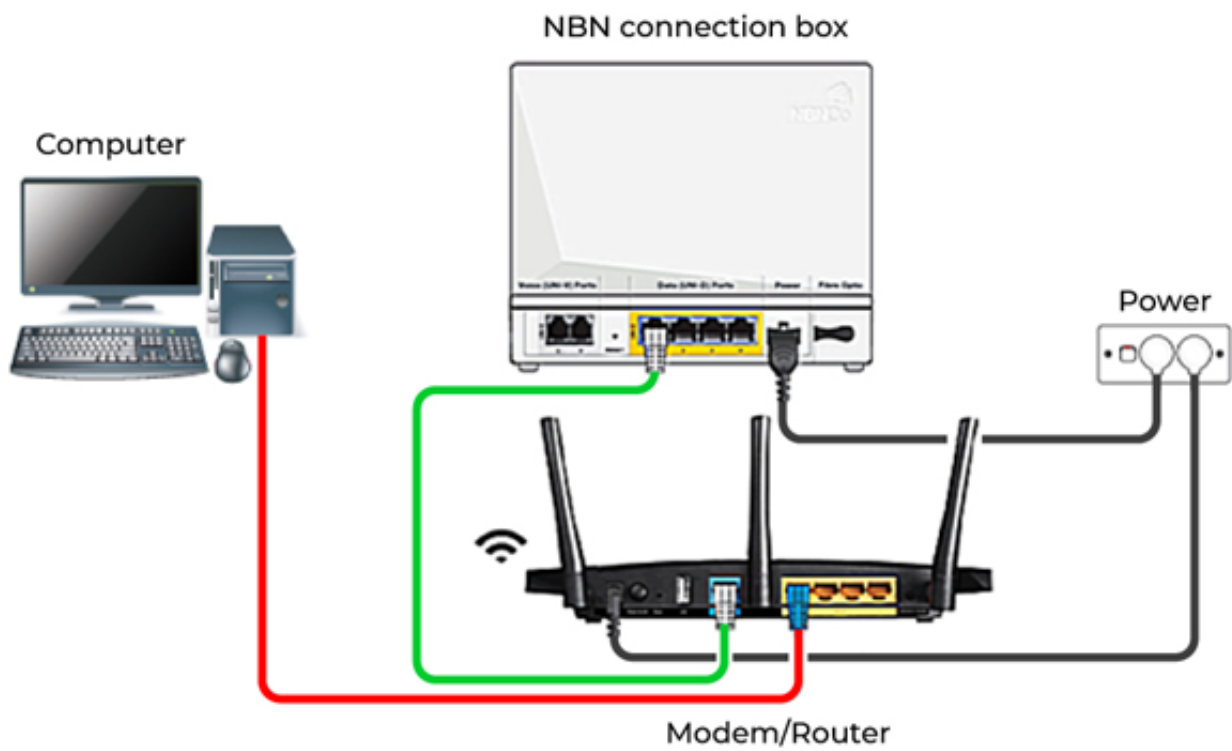
If an outage is reported, wait for it to be resolved before further troubleshooting.

2. Restart your equipment:

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

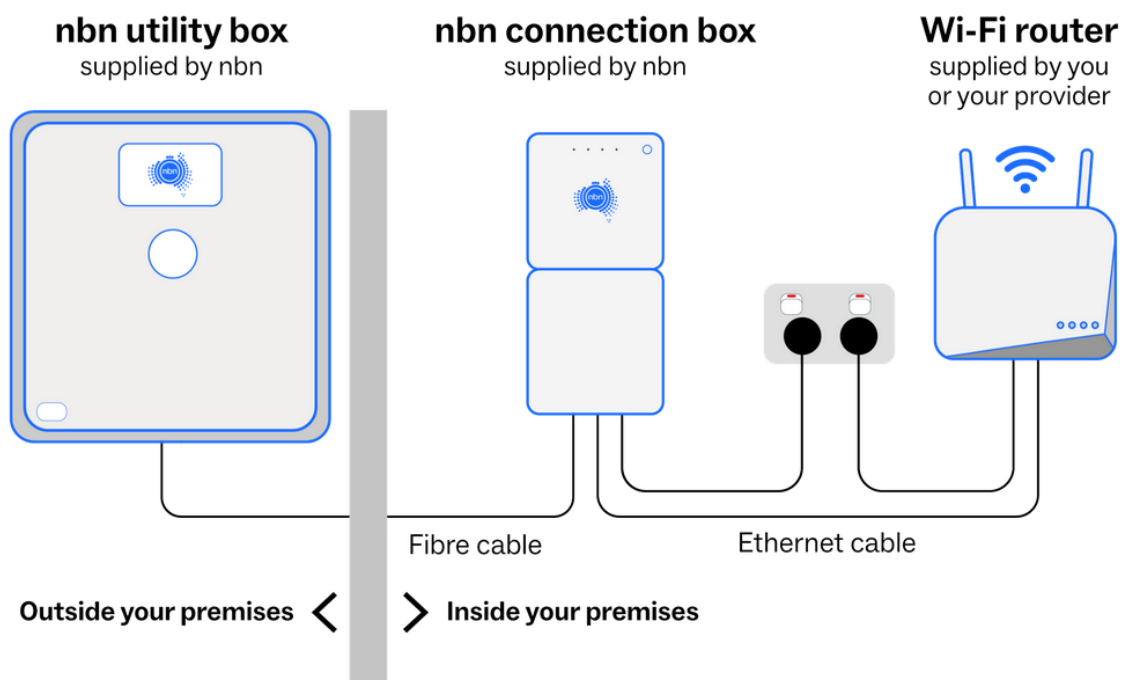
3. Check all cables:

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.



Using the new FTTP connection box





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-ftp-dropouts-fibre-to-the-premises-troubleshooting-guide.html>