

The Telco Spot

NBN Quickstart Guide

Quick Tips to get you going

NBN Activation Times

We know you're keen to get online and our teams are here to make the process as easy as possible but please remember it can take up to 24 hours for an nbn™ activation to go live once we receive your order. In most cases it can be as little as 1 hour but it does depend on a few factors and we will send you an email to let you know once you're all ready to hit the net. If there are any snags such as first-time connections needing an NBN technician we will be sure to let you know.

Check for any additional interference

If you have a new FTTN/B (Fibre to the Node/Building) or FTTC (Fibre to the Curb) service, make sure you remove any ADSL line filters and other devices on the line (e.g. splitters) before connecting - otherwise, these may conflict with your service.

WiFi and Cables

You will find WiFi details on a sticker attached to your modem/router. If you are going to be using a cable for your computer, you can use any of the 4 yellow Ethernet ports on the back. Make sure you are using the blue/yellow cable enclosed for this purpose.

Speed Issues and Testing

If you are having speed issues via your WiFi connection, be sure to run a further test with an Ethernet cable connected directly to your modem/router. That way, we can tell if the issue is local WiFi interference.

We also suggest using our speed test at : www.thetelcospot.com.au/speedtest

This will give the clearest indication of speed and helps us help you if you would like to talk to us around your nbn™ performance.

We know it's tempting but DO NOT TOUCH THE RESET BUTTON

We mean it. Stop. You've stopped? Ok....

There is a reset button on the bottom of the modem/router. If you press this the modem/router will lose all settings and will need to be reconfigured. We strongly recommend NOT pressing this unless you have spoken with us first.

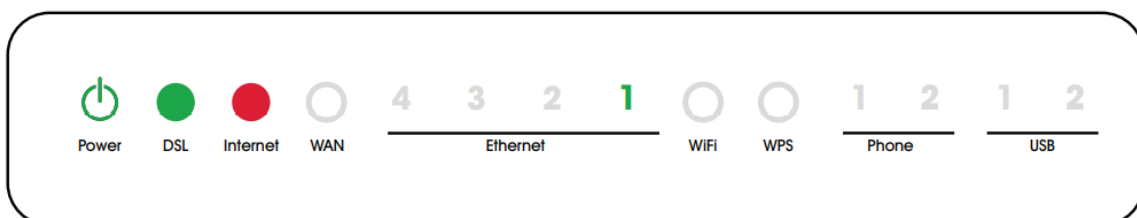
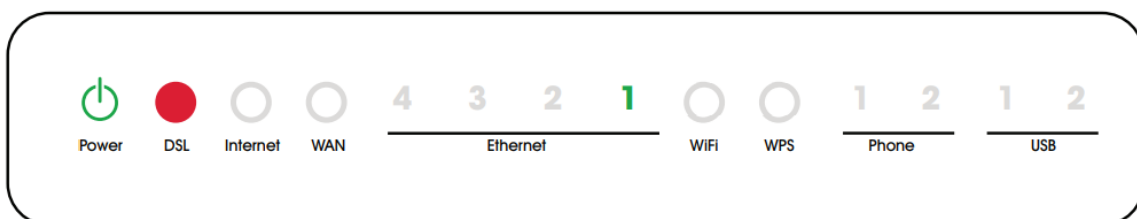
Understanding your new modem

Understanding the lights on your nbn™ Modem

Whether you have been supplied a modem from The Telco Spot or you've picked up your own understanding the modem lights will help you diagnose faults and understand when its time to contact us for support.

- If you've purchased your modem from the Telco Spot it will come preconfigured with your PPPoE details ready to be plugged in.
- If you have purchased your own modem refer to the manufacturer's setup guide along with the authentication details we have emailed out to you with your welcome pack.

Its normal for lights to flash and constantly so don't worry if they don't all remain solid when you connect your modem for the first time and it may take up to 10 minutes for the modem to connect when first plugged in or after restarting the power.



Security Settings

Security is a major consideration when setting up a wireless network in your home or office. We recommend always setting a secure password combination on your network if you choose to set up your own. If you've purchased a preconfigured modem from The Telco Spot your password and network name will be on the base of the modem.

- Your modem/router has been pre-configured by Aussie Broadband staff. Due to this, your wireless network will already be setup and have security enabled on it.
- You will find your network name (or SSID) and password printed on a label on the back of your modem/router

Troubleshooting

My internet is not working

- If you have an nbn™ connection box, try rebooting this by switching it off at the power point, waiting a minute, then turning back on.
- If you have a Telco Spot supplied TP LINK modem/router, power cycle your modem/router by switching it off at the power point.
- If you are unable to find a problem, please contact our technical support team for further troubleshooting.

The power light on my nbn™ connection box is off/red (for FTTP, HFC and Fixed Wireless)

- There may be an issue with the power supply - check to make sure other appliances in your home are working correctly.
- Make sure your nbn™ connection box as well as your TP LINK modem/ router have power, are switched on and all cables are plugged in correctly.
- If you are unable to find a problem, please contact our technical support team for further troubleshooting.

We had a power outage and now my nbn™ connection box has an amber light (for Fixed Wireless)

- Try to turn off your nbn™ connection box for at least 30 minutes and then turn it back on.
- If you are unable to find a problem, please contact our technical support team for further troubleshooting.

My internet is slow If you're having any speed issues, we suggest you do a speed test:

- Make sure that you have no other programs running that may be using the internet connection as this will cause the test to run incorrectly.
- To carry out a speed test go to thetelcospot.com.au/speedtest

My WiFi is not working

- Check your modem/router, and make sure all power/Ethernet cables are connected properly and WAN/DSL light is on.
- For devices that were previously connected, try turning the device on and off, and try to reconnect to your WiFi network again.
- If a large number of devices are connected to your modem/router at once this may affect performance.

The location of your modem/router can affect your WiFi signal. Moving your modem/router up higher may improve the signal strength in your home.

For more tips on how to improve your WiFi signal, check out the Help Centre on our website

Extra good to know info

Getting the most out of your NBN service

Things you need to know

- Keep your equipment away from the elements! This includes water sources, heat, extreme cold and any electrical or electromagnetic interference sources such as electric fences.
- Don't turn it off! Your equipment is designed to stay on 24/7. It uses very little power and won't make much of a difference on your power bill. Switching the unit off overnight can cause delays connecting back to the network and can affect monitoring that is used to diagnose your connection if something goes wrong.

Things that can affect your service

- Weather! — Weather is one of the main factors that can affect a service — from electrical storms and heavy rain to heat.
- Accidents — These can vary from overhead lines being torn down by a passing truck to an excavator tearing up critical fibre cables. While we try and minimise downtime, sometimes even finding the cause can take some time before repairs can be attempted.
- Scheduled outages — These help us to improve your service longer-term. We will usually send notice well in advance. Please ensure you keep a lookout for these and make other arrangements if you need internet during this time.

Optimising WiFi signal - WiFi signal issues or interference are the main cause of speed issues. This can be due to other people using the same WiFi channel, rogue radio interference or power supplies causing interference across multiple wireless frequencies. If you are a fair distance away from the modem/router or have walls with aluminium insulation or solid internal walls, this can also decrease the amount of signal you may be able to achieve.

The Telco Spot can only guarantee WiFi signal in the same room the equipment is located with a range of around three metres with no obstructions in between. If you need help improving your signal, please call us. If you want to try and improve things yourself, you can try putting your modem/ router at a high point of the room with no immediate obstructions. If you want to attempt to change your WiFi channel yourself, we recommend: • 2.4 GHz – channels 1, 6 or 11. • 5.0 GHz – anything other than 40, 80 and 160 as these use a wider channel space.

Moving home

Please give us a minimum of 4 weeks' notice if you are moving. Your service is assigned to your address, so we need to know if you are changing to ensure a service at your new address. In some cases nbn™ will need to attend the premises to activate your service which can take some weeks for an appointment. We will need:

1. Your new address.
2. When you are moving.
3. Any information you may have about existing phone points or equipment at the new property. If you go for a house inspection, it's important to look for any phone points or equipment.

Renovating or rearranging your home

If you are looking at renovating the part of your home where your broadband equipment is located, or are planning to rearrange your furniture and your equipment location will no longer work, please let us know.

In the case of nbn™ Fixed Wireless or Fibre to the Premises, we have to get nbn™ to visit the property to relocate the equipment, which can take several weeks to arrange.

For nbn™ Fibre to the Node or HFC services, you can move the equipment to another phone point at the premises. If you need a phone point location to be changed, please contact a licensed cabler. Home-made cabling could cause interference and may result in costly repair bills.