



Having trouble with your service?

- **Check your connections**

Consider connecting your devices, such as your computer and smart TV, via an Ethernet cable instead of over a Wi-Fi network.

- **Check your speed**

If your network is not working as you'd expect, ask your service provider about what speed plans are available.

If you're using multiple devices at the same time, a higher speed plan may be better for you.

If these steps don't work, or your service stops working altogether, contact your service provider.



Any other questions?

Your service provider will be able to help.



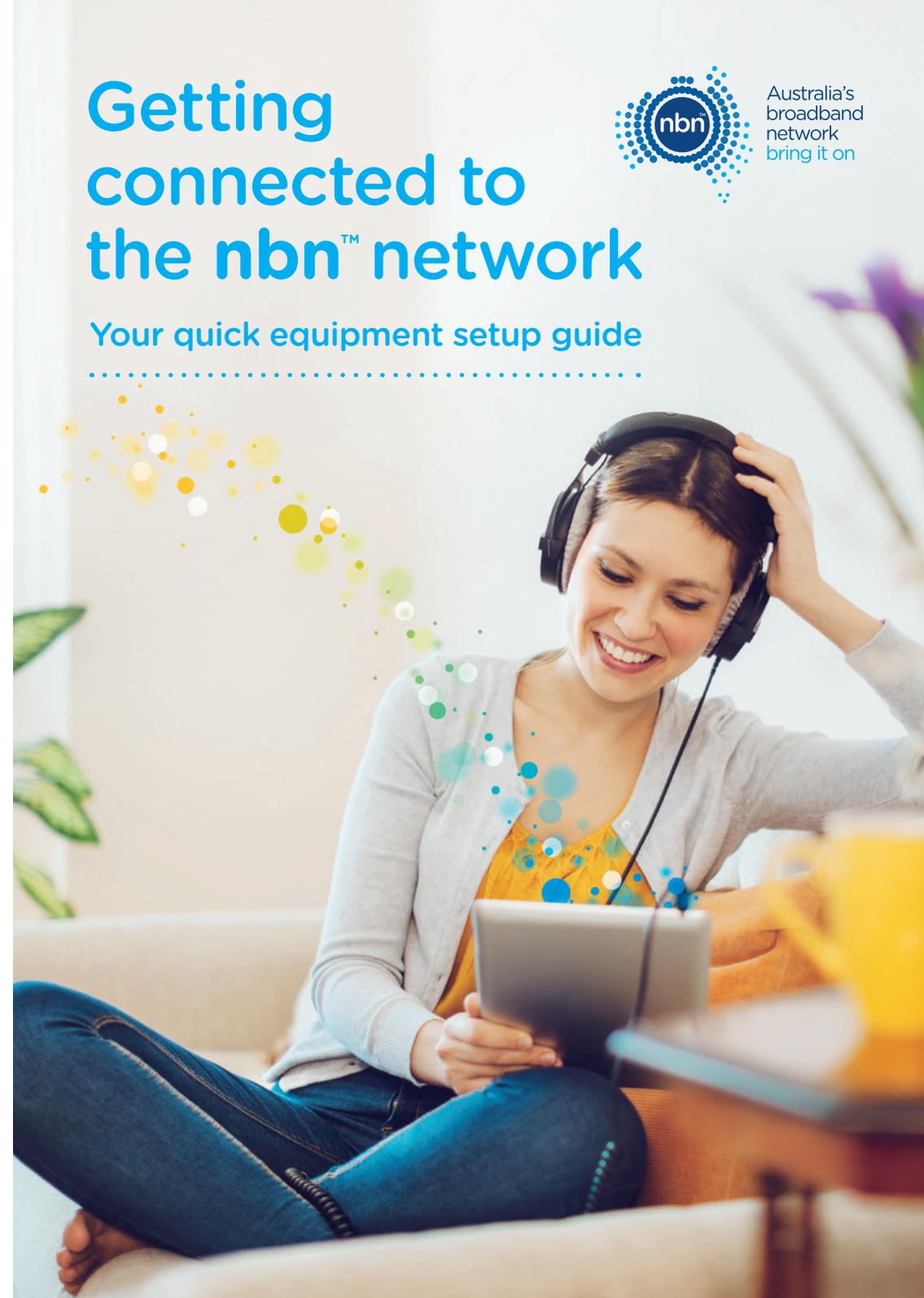
Australia's
broadband
network
bring it on

Getting connected to the nbn™ network



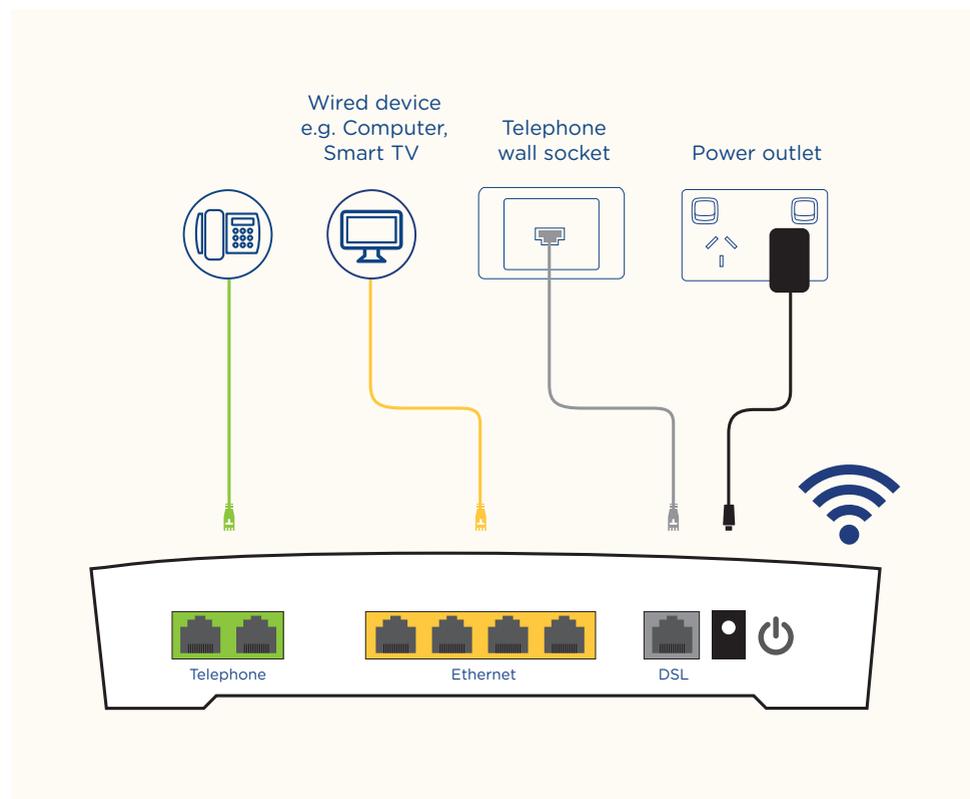
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Your quick equipment setup guide



Congratulations on switching to the nbn™ network. This guide will help you set up your equipment so you can start enjoying the nbn™ network straight away.

Once set up, your equipment should look similar to this:



Telephone — Ethernet — Telephone cable — Power cable



How to connect your equipment to the nbn™ network

- 1** Ensure your service is active

Your service provider should advise you when your service is active. If you're switching from an ADSL service, you'll know it's time to set up your new VDSL2 modem when your ADSL internet stops working.
- 2** Connect your home phone

Unplug your phone from its current wall socket and plug into the Telephone port on your VDSL2 modem.
- 3** Connect to the nbn™ network

Plug a phone cable into the DSL port on your VDSL2 modem and the other end into your Telephone wall socket.
- 4** Power up your modem

Plug the power adapter into your modem then into a nearby power outlet.
- 5** Connect your devices

To connect via Wi-Fi, select the network name and enter your password. Or, to connect directly to your modem, plug one end of the Ethernet cable into an Ethernet port on your modem and the other end into the Ethernet port on your device.