Your nbn™ made easy

Getting the most out of your nbn™ connection

powered by
nbn™

Refer and save!

Do you absolutely love Aussie Broadband's services and know someone else who will love them too?

We want to give you the opportunity to invite your friends to see just how good our service is for themselves. To make it even better, you'll be rewarded for your support, too!

$50 for you, and $50 for your friend.

For each friend that you refer to sign up with Aussie Broadband, you'll receive a $50 credit on your next bill. Your friend will also receive a $50 credit when they join.

To refer your friends, simply visit our website **aussiebroadband.com.au/referafriend** and follow the instructions.

Tips to get you started

Read the instructions

This may sound obvious, but it's true. There is an instruction booklet in the box that contains your pre-configured modem/router. All you need to do is plug it in and follow the instructions in the booklet, and away you go.

You may need to wait

Sorry, we know this requires patience! If you have a new nbn™ installation, you may need to wait 24 to 48 hours before your connection starts to work. You will receive an SMS from us once your service is active.

Porting your home phone takes time

If you have chosen to keep your home phone services active it will not be available instantly. It is important to keep your phone number active with your previous provider until you have been advised that the porting is completed. Porting your number can take several business days up to 6 weeks.

Check the 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

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.

Where to run your speed test

If you run your speed test via the Aussie Broadband server, the results automatically attach to your account so we can see a history of your speed.

You'll find the speed test at: **speed.aussiebroadband.com.au**

Don't touch the reset button

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.

Still not working?

Contact our Australian-based technical support team on 1300 880 905.

Your nbn™ modem/router

What do the lights on your nbn™ modem mean?

Your nbn™ modem/router will have a number of lights on it, most should now be green, blue or another 'positive' colour.

Many modems/routers have lights that flash to indicate connection activity, so you shouldn't be concerned if any lights are flashing unless the manufacturer's support information specifically advises that flashing lights indicate a problem. If any status lights appear red, orange or another 'negative' colour, please call us on 1300 880 905 for technical assistance with your connection.
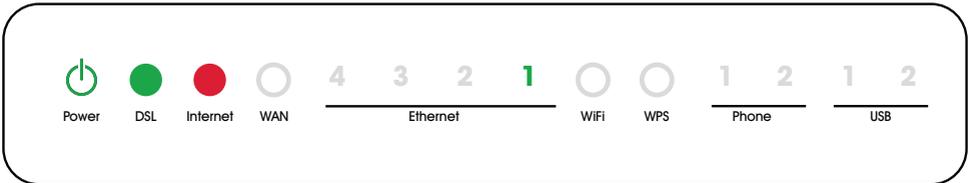
Basic security information

Security is a major consideration when setting up a wireless network in your home or office. Aussie Broadband recommends that all access points use some type of wireless encryption to hinder unauthorised access to your network.

- 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.

Changing your wireless settings

Please only follow the below instructions if you are having trouble connecting your modem/router or have had to do a factory reset. Our modem/routers come pre-configured, so you shouldn't have to do any of these steps.

To setup wireless settings in your Netcomm modem/router:

- Ensure a wireless network card is installed in your computer.
- Connect your computer to the modem/router with an Ethernet cable.
- Once you have finished configuring the settings, remove the cable and connect wirelessly.

Log into the modem/router

1. Open a web browser.
2. Enter **192.168.20.1** into the address bar.
3. You will be prompted to either go through the setup wizard or skip to the main menu. Click "No, skip to main menu" and enter your username and password. If your modem/router has been factory reset, the username and password should both be 'admin'.
4. Click 'Wireless' on the left hand side of the screen. You will be presented with the option of the 2.4 GHz and 5 GHz channels of your modem/router. Select your desired channel, then click 'More Settings'.
5. Make sure the 'Authentication' is set to 'WPA2-PSK'. Then click 'Apply'.
6. Click on the 'Save' button.
7. Congratulations, you have successfully setup WPA2 - PSK security on your modem/router.

Instructions are subject to change based on firmware updates.

For the latest step-by-step instructions (with images)

visit: aussiebroadband.com.au/modemsetup

MyAussie customer portal

Managing your account

When you joined Aussie Broadband you would have received emails from us which will have included your customer portal login information.
This information can be used to access your account through your computer, mobile phone or tablet. You can download the app from the App Store or Google Play Store. If you are accessing the customer portal through a web browser, please visit my.aussiebroadband.com.au.
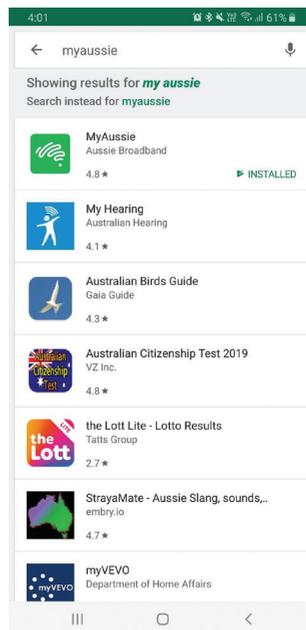
Web browser
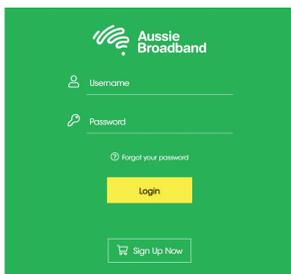
iOS
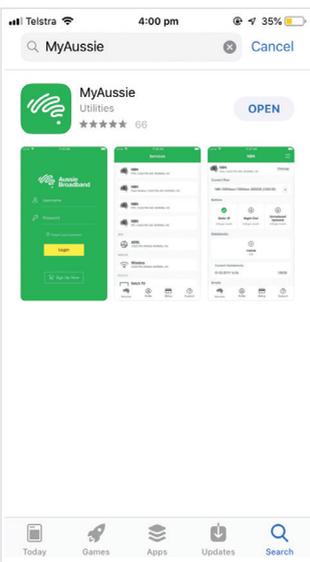
Android

What can I do on MyAussie?

Quite a lot! We have a bunch of features which will be handy to all internet users.

You can:

- Check the connection status on any of your services.
- Conduct diagnostic tests - even kick your service - without having to call technical support.
- Get near real-time updates on existing faults without the need to call.
- Receive outage warnings whenever we know something will be affecting your service address, including notifying you of nbn™ outages.
- Customise your outage SMS and email alerts.
- Check the status of new orders in place with us.
- Switch on or off international dialling for VoIP services or apply a divert to another phone without the need to call customer service.
- Update your payment information or apply for a payment extension without needing to call our accounts team.
- Add an authorised contact to your account and much more.

We're always on the lookout for areas where we can improve, so please be mindful there could be more added in future updates!

Troubleshooting

Troubleshooting your nbn™ service

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 an Aussie Broadband supplied Netcomm modem/router, powercycle your modem/router by switching it off at the power point.

- If you are unable to find a problem, please call our technical support team on 1300 880 905 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 Netcomm modem/router have power, are switched on and all cables are plugged in correctly.

- If you are unable to find a problem, please call our technical support team on 1300 880 905.

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 call our technical support team on 1300 880 905.

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.

- Please also ensure that you are not currently shaped — you can check this by accessing your account details in 'MyAussie', via our website or app.

- To carry out a speed test go to speed.aussiebroadband.com.au.

My WiFi is not working

- Check your Aussie Broadband 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 Aussie Broadband modem/router at once this may affect performance.

The location of your Aussie Broadband 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.

Voice over Internet Protocol (VoIP)

Basic VoIP information

With the roll out of the nbn™, internet phones (known as VoIP or Voice over Internet Protocol phones) are the main way to get a home phone service over nbn™.

This means you will barely notice the difference between your former landline and your VoIP service.

Due to the nature of the service, however, there are a few restrictions which you need to be aware of:

- VoIP services cannot be used in many emergency situations. If your internet service goes down for any reason, your phone will as well. For these situations we recommend having an alternate service such as a mobile or satellite phone.

- International calls are restricted by default. If you need these enabled, please give our accounts team a call, or you can enable the calls yourself through the MyAussie website or app.

- Some destinations are permanently restricted due to their reputation for phone fraud.

- Aussie Broadband does not provide access to premium call services such as 1900 numbers.

- VoIP modems/routers may not be compatible with all handsets. If you are having trouble, we suggest trying another handset to see if this improves things.

Aussie Broadband offers a phone-only service for people that don't use the internet but still want to have a home phone. If you know anyone that needs to retain their phone and is in an nbn™ ready area, please ask them to call our sales team on 1300 880 905 and our friendly staff will find a solution for them.

VoIP troubleshooting

If your VoIP service stops working:

- Check your phone handset is plugged into the correct port on the modem/router. In most cases this will be TEL-1 on the back of your modem/router.
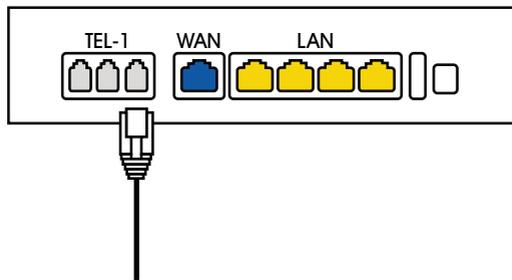
- Switch your phone on and off (yes, we know, you hear this all the time, but it does actually help).
- If you can receive calls but not make any calls, try using the area code instead and see if there is any improvement.
- If your dial tone doesn't sound like your former fixed phone line, don't panic. The VoIP dial tone is often different.

Setting up Voicemail on VoIP

Your VoIP service does include access to free voicemail. When you dial 101 for the first time, you will be asked to set up your voicemail service.

To access your voicemails, simply dial 101 and follow the prompts to listen to messages left for you.

Extra information

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.

Outages are announced on our phone queues, website and on your MyAussie. If you have downloaded the MyAussie app, you will also receive push notifications about outages so you shouldn't miss a thing. If your outage is not listed anywhere, please call our technical support team on 1300 880 905.

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.

Aussie Broadband 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.

Aussie email address

Your Aussie Broadband email account settings

Email address

username@aussiebroadband.com.au

Reply address

username@aussiebroadband.com.au

Outgoing Mail (SMTP) Server

mail.aussiebroadband.com.au

Ports

SMTP: Port 25
SMTP (Secure SSL/TLS): 465/587

Incoming Mail (POP) Server

mail.aussiebroadband.com.au

Ports

POP3: 110
POP3 (Secure SSL) 995
IMAP: 143
IMAP (Secure SSL): 993

Username

username@aussiebroadband.com.au

Aussie support

Notes

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