




Fibre to the Building (FTTB)

Need help? Contact our Technical Support Team
We're here 8am-8pm (AEST), 7 days a week.

-  Online chat by visiting: southernphone.com.au
-  Frequently asked questions: southernphone.com.au/help
-  Call our Australian Call Centre **13 14 64**



How to connect to your **nbn**TM service.

Set-up your new modem and get connected.

Welcome to the **nbn** network with Southern Phone.

Here's your quick starter guide, with everything you need to know to set-up your modem and get started on the **nbn** network.

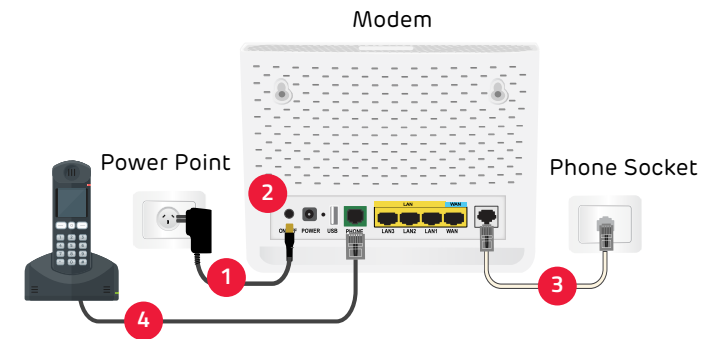


First, check what's in the box.

Check you have each of these ready:

- ✓ Modem
- ✓ Modem power cord
- ✓ Ethernet cable
- ✓ Telephone cable

Once your **nbn** connection is confirmed, we'll send you an email letting you know it's time to complete the set-up of your modem.

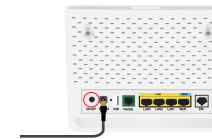


Now it's time to connect your modem.



Step 1

Connect the modem power cord into the back of the modem and into your power point. Turn the power on at the power point.



Step 2

Push the on/off button on the back of the modem.



Step 3

Then connect one end of the telephone cable to the DSL port on the back of your modem. Connect the other end to your phone socket.

Note: **nbn** tends to activate one phone line within a property, so you may need to try several before you find the correct one. You'll know you've found the right one when the internet light is green, this can take 2-3 minutes.



Step 4

Connect your home phone to the port labelled Phone on the back of your modem.

You'll only be able to connect your phone if your plan includes an **nbn** home phone service.



Step 5

Time to get connected.

To connect a WiFi device, you'll need the **WiFi Network Name** and the **WiFi Password** that is on the base of your modem.