Fibre to the Curb (FTTC)

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

Email us: **info@southernphone.net.au**

Online chat by visiting: **southernphone.com.au**

Frequently asked questions: **southernphone.com.au/faq**

Call our Australian Call Centre **13 14 64**

How to connect to your nbn™ service.
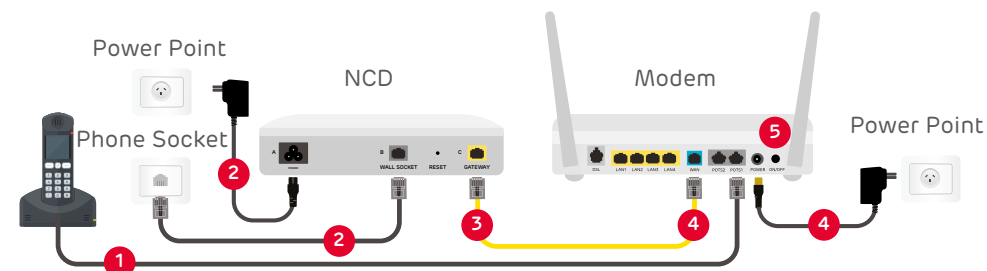
Set-up your new modem and get connected.

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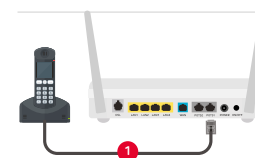set-up your modem and get started on the **nbn** network.

Southern Phone

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First, check what's in the box.

Check you have each of these ready:

- ✓ Comnect DS244WTV modem
- ✓ Modem power cord
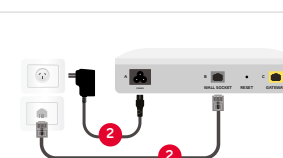- ✓ Yellow ethernet cable
- ✓ Grey telephone cable

Next, find where your Network Connection Device (NCD) is.

Your Network Connection Device (NCD) is where you connect to the **nbn** network from inside your home.

Many houses will already have a NCD installed. It looks a little like a modem, and should be connected to both a power point and a telephone wall socket. Make sure you leave any cables installed by the **nbn** technician connected at all times.

Once you've found your NCD, you're ready to connect your modem to it. If you don't have or can't find your NCD, or you're having issues setting it up, let us know and we'll help sort it out.

If you're porting an existing home phone number, please do not connect your NCD or modem until you get confirmation of your internet and home phone connection from Southern Phone. 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
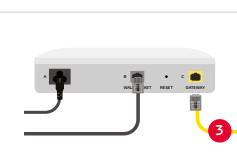Connect your home phone to the port labelled POTS 1 on the back of your modem.

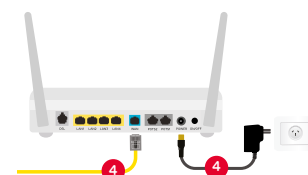Note: You'll only be able to connect your phone if your plan includes an **nbn** home phone service.

Step 2
Check your NCD is plugged into a power point and connected to the phone socket.
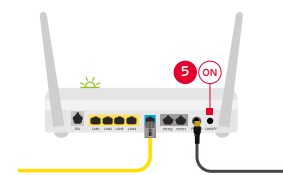
Step 3
Connect one end of the yellow ethernet cable into the yellow port labelled 'C' on the NCD.

Step 4
Connect the other end of the yellow ethernet cable into the modem's blue WAN port.

Then connect the modem power cord into the back of the modem and into the power point.

Step 5
Turn the power on at the power point, and push the on/off button on the back of the modem.

The modem lights will start flashing green as it starts up. When it's finished syncing, it will show three solid green lights and two flickering green lights. You can go on to the next step, even if it's still flickering.

Step 6
Time to get connected.

To connect a Wi-Fi device you'll need your Wi-Fi password which you will find on the base of your modem.