

## ADSL Dropout Troubleshooting Guide

1. Please check for noise on your phone service. If noise, crackling, buzzing is evident please let us know. If there is noise when using just a standard handset we should troubleshoot this first.
2. Disconnect the power to the modem, wait 10 seconds and reconnect. See if this improves the connection.
3. Please check for viruses and spy ware.
4. Check the telephone cable between the modem and the phone socket is less than 2m and there are no double adaptors or extension cables in use.
5. Disconnect all devices off the telephone line, including all telephones, fax machines, back to base alarms and foxtel digital. Please also remove all ADSL filters off the line and connect a short cable (less than 2 metres) from the ADSL modem to the main wall socket in the house. See if that improves the connection.
6. If the above does not improve the connection, please try other sockets in the household.
7. Please ensure the modem is in G.DMT modulation mode.
8. Please factory reset your modem and re-configure it.
9. If possible, please try another modem and see if that improves the connection.

If, after you have tried all the above, the connection still drops out, we can lodge a fault on the connection for you.

Please be advised that potential fees may be incurred for an incorrect call out of a technician. For further information regarding fault lodgment, please review our terms and conditions section 17.14.