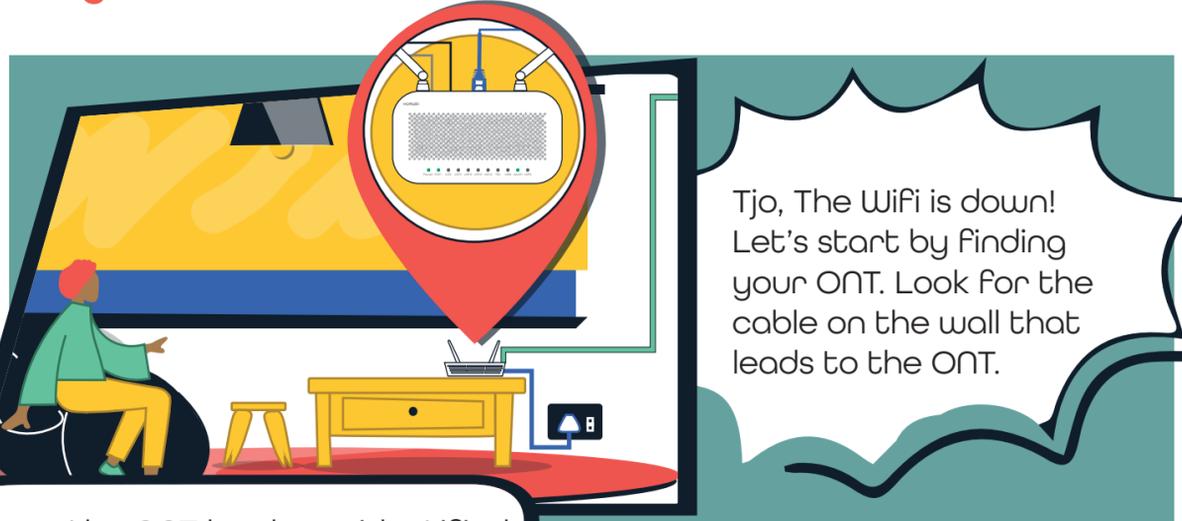


Dumela

Here are some support tips to help you on those 'offline' days. **We got you! We'll have you connected crazy fast! For Real!**

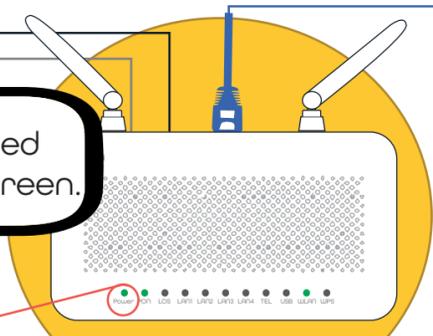


Tjo, The Wifi is down!
Let's start by finding your ONT. Look for the cable on the wall that leads to the ONT.

Once the ONT has been identified, self-diagnosis can begin.

Step 1: Ensure that your ONT is turned on. The power light should be solid green.

Power



Power button should be pressed down for the ONT to be turned on.

Use a different electrical appliance to check if you have power when your ONT does not turn on.

PON

The PON light should be solid green. If it's flashing, please contact our support team.

If it's turned off, there could be a hardware issue; follow these directions:

Step 2: Restart the ONT using the power button and wait for 30 seconds then turn the ONT back on.

If that doesn't work, the ONT has a reset button on the right side.

Press down on the reset button with a paper clip or a toothpick until you hear a tiny click and hold for 30 seconds..

Wait 15 minutes before checking to see if your PON light is on.

Paper Clip

Tooth Pick

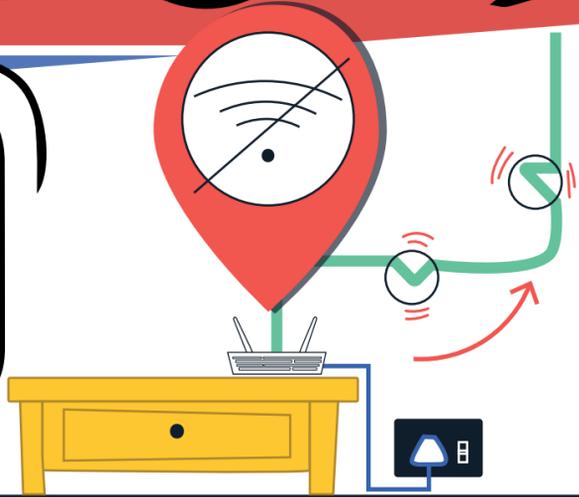
OR



LOS

The LOS light should be off. When the light is red it is a possible Fibre Fault.

Inspect the ONT cable for any bends or damage if this occurs. Gently straighten the cable. Make sure the cable is plugged in and do not unplug any cords.



If the problem persists, submit a support ticket at netninenine.co.za/support.

If there are any outages in your area, keep an eye on our social media platforms. If you're having trouble self-diagnosing, don't forget to log a ticket or call us.

