

Broadband not working

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[Unlimited Broadband](#)

We're sorry to hear your unlimited broadband is not working. Please check which scenario below is more relevant to you.

Scenario 1 - If you're getting connected with us and your broadband is not working, there are a few reasons as to why, please check the list below:

1. You're not connected yet. (If it is your connection date today, it may be at least 7pm before you're fully connected)
2. Incorrect modem setup. (Pick which following modem you have, [Huawei HG659](#) or [SMARTMODEM](#), to see how to set it up)

Scenario 2 - If your broadband was working then stopped, there are a few reasons as to why, please check the list below:

1. There is an unplanned outage occurring in your location. (Check [HERE](#) to find out)
2. You've might have missed last month's bill and your service has been restricted. (To get your service unrestricted, please chat with us. Our care team is online 8am-7pm Monday to Friday, and 9am-5pm on weekends and public holidays)
3. There might be a fault on your line. (Pick which following setup you have below to isolate the fault)

[Huawei HG659 - Fibre](#)

[Huawei HG659 - ADSL/VDSL](#)

[SMARTMODEM - Fibre](#)

[SMARTMODEM - ADSL/VDSL](#)

[4G Wireless Broadband & Skinny Jump](#)

We're sorry to hear your wireless broadband is not working. Please check which scenario below is more relevant to you.

Scenario 1 - If you've just received your 4G modem:

1. Your modem is not activated. (Click [HERE](#) to activate your modem)

Scenario 2 - If your broadband was working then stopped, there are a few reasons as to why,

1. You have finished your allocated data for the month. (Click [HERE](#) to login and purchase more data)
2. Your modem lost network connection. (Hold the reset button for 30 seconds)

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