

No Internet

Possible Cause:

1. Defective Power Supply of modem

- a. No lights on your modem/ONU
- b. Power cord is physically damaged; either due to animal bite or cut with a sharp object.

For FTTH Users (White Modem):

2. Problem with the optical connector

- a. LED indicator of LOS is blinking **RED**.

3. Problem with ONU configuration

- a. All LED indicators are green
- b. Wifi LED indicator is off

For COAX Users (Black Modem):

4. Blinking 3rd or 4th light

- a. If only the 1st Light is blinking; modem or power supply might be defective
- b. If the 2nd light is blinking; there is a problem with the signal.
- c. If the 3rd light is blinking, there is a problem with the configuration.

Solution:

- Kindly report the problem to our cellphone number (0919-075-4330). Our technicians will help you as soon as possible.