

How to Complete an NBN Isolation Test - FTTN

What is an Isolation test?

An isolation test for internet troubleshooting is a method used to identify whether a particular device, connection, or network element is causing internet connectivity issues. It involves systematically disconnecting or isolating components to test the connection and identify the source of the problem.

Connection Type

FTTN

Connect your laptop directly to any ethernet port on the back of your Modem/Router.

Ensure all other devices have been disconnected from the router by ensuring no other ethernet cables are connected and Wi-Fi has been turned off using the Wi-Fi button located either on the front or the back of the device.

*You will need to turn the Wi-Fi back on and reconnect any removed plugs once the test has been completed.

How to run an Isolation Test

Use a laptop with a LAN Port, make sure that the laptop is fitted with the latest LAN Port specification (at least 2.5GbE) and has an updated Network Driver. Refer to your device's manual for more information about its specs.

Then perform your tests as stated below:

- Run a speed test on our speed test page [HERE](#) if you are experiencing speed issues
- Monitor your connection if you are experiencing network drop outs
- Check your browsing access if you are experiencing issues with browsing specific websites or applications.

Understanding Test Results

Download speed

Download speed, measured in megabits per second (Mbps), refers to how fast data is transferred from the internet to your device. A higher Mbps rate generally means a quicker connection, allowing smoother streaming, faster downloads, and more responsive browsing with minimal interruptions.

Upload speed

Upload speed measures how fast information is sent from your device to the internet, and is also expressed in megabits per second (Mbps). Higher upload speeds allow for faster file sharing, clearer and more stable video calls, and smoother use of cloud-based services such as backups and online storage.

Ping

A ping test is like measuring how quickly your car responds when you press the accelerator. It checks how fast your connection reacts after sending a request. A lower ping means the response is quicker, resulting in a smoother and more responsive online experience, particularly for video calls.

Jitter

Jitter is all about how stable your connection is. If jitter is high, that means your connection isn't super stable; if it's lower, your connection is smoother. Which is ideal for all your streaming, video calls and whatever else you use the interwebs for.

Submitting a fault

If your service isn't performing to its full potential or is experiencing issues outside of My Net's control, we will look at raising a fault on your behalf with the NBN Co.

To submit a fault with NBN we will require the following tests.

3 x Isolation test complete at separate times of the day (Morning, Afternoon and Evening)