No internet service – Fibre

Description:

The customer is experiencing a complete disruption of internet service. All devices are unable to connect, indicating a total loss of connectivity through the home network.

Steps to Help You Get Back Online

- **Verify Bill Payment Status**

  Step1: Unpaid bills may lead to service suspension. Please ensure your account is up to date using one of the following methods:

▦ **Ooredoo App:** Open the app and go to **My Account > Payments** to view and

  pay your bill [Ooredoo Oman App - Ooredoo Oman](#) .

🌐 **Website:** Visit https://shop.ooredoo.om/recharge-bill-payments/ to view and pay your bill.

- **ONT Indicator Lights – What to Check**

  o **Power Light:** Ensure the light is **solid green**. If it's off, verify that the power cable is securely connected and the outlet is working.

  o **PON Light:** This should be **solid green**. A **blinking or red** light may indicate a signal issue from the network.

  o **LOS Light:** A **solid red** light signals a loss of optical signal. Check the fiber cable for secure connections or visible damage.

- **Inspect Physical Connections**

  o Ensure the fiber optic cable is firmly connected to the ONT (Optical Network Terminal).

  o Inspect the fiber cable for any visible damage, bends, or kinks.

  o Confirm that all Ethernet cables are securely plugged into the correct ports

- **Power Cycle the ONT and Router**

  o Confirm that the fiber optic cable is firmly connected to the Optical Network Terminal (ONT).

  o Look for any signs of damage, sharp bends, or kinks in the fiber cable.

  o Ensure all Ethernet cables are securely plugged into their correct ports.

- **Power Cycle the ONT and Router**

  • Unplug the modem and any connected Wi-Fi extenders (if available) from the power source.
  • Wait 30 seconds.
  • Plug them back in and give them a few minutes to start up.

- **Test with a Wired Connection**

  Step1: Please connect your device directly to the router using an Ethernet cable. This helps us check if the internet is working through a wired connection.

  Step2: Can you try browsing a website now?
  If it works, that means the internet is active, and the issue might be with the Wi-Fi.

  Step3: Now, let's check how you're connected.
  Are you using the main modem's Wi-Fi or a Wi-Fi extender? If you're connected to an extender, it might not be working properly. Try switching to the main modem's Wi-Fi and see if that helps.

Step4: If the extender seems to be the issue, try restarting it by unplugging it from power, waiting 30 seconds, and plugging it back in.