Are you Offline?

Are you having trouble getting online? No worries! We've got some easy steps to help you fix it.

Which type of technology are you using for your connection?

[4G]   [5G]

Phone Support

Call us on 1300 759 637

Get Support over WhatsApp or Live Chat

Chat with our friendly support team via Live Chat, or via WhatsApp on 07 3123 5800.

Opening Hours
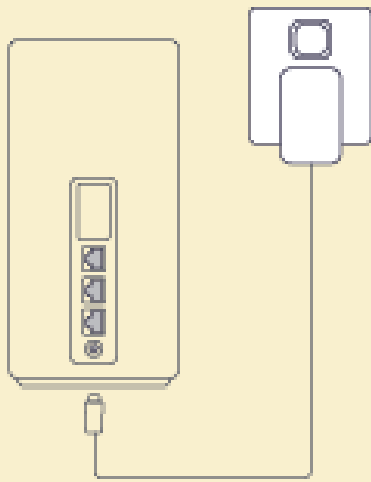
8am–8pm
Monday to Friday

9am–5pm
Weekends

9am–5pm
Public Holidays

4G

If your internet isn't working, try restarting your devices before contacting us. This simple step can often resolve the issue in 22% of cases.

How to Restart Your Internet?

1. First, turn off your wireless router.
2. Wait for about **10 minutes**.
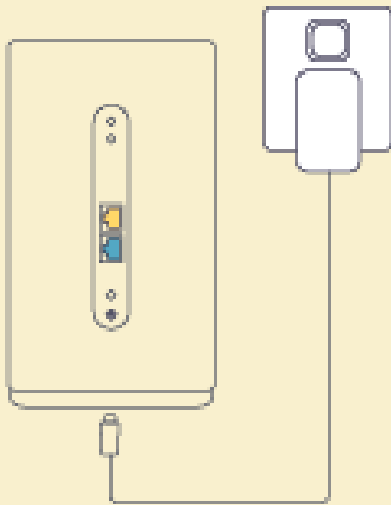3. Turn your wireless router back on.

Still Not Working?

Your area might be experiencing an outage. Please check your internet status here.

If you're still having problems after the power cycle, you can call us **on 1300 759 637** or chat with us on the **Skymesh app**.

Back

5G

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