



Frequently Asked Questions

1. Who do I call for assistance or technical support for queries, changes and troubleshooting?

To raise an issue or make changes to your existing plan or options, you can go via the 2degrees Broadband Self Care Portal or contact the 2degrees Customer Care team on 0800 022 022 (8am – 10pm, 7 days) for the following:

- Technical Support (Call 0800 022 022, option 9)
- Change plan
- Purchase or remove Add-ons
- Check availability or remove bundle discounts
- Change connection speed
- Ad hoc bill payment

2. How do I know what type of broadband is available at my address?

You are able to enter your address in the online sign up tool to see what connection types are available at your home. You will be able to choose, in some cases, which broadband technology you wish to use.

3. I have entered my full address in the 2degrees Service Qualification (SQ) check but my address is not showing?

See what's available at your address

Tell us where you live and we'll give you the best connection available

1 smith street

1 SMITH STREET, WAIPUKURAU, CENTRAL HAWKE'S BAY 4200

1 SMITH STREET, WAHAI, HAURAKI 3610

1 SMITH STREET, ROXBURGH, CENTRAL OTAGO 9500

When searching for an address in the SQ checker, especially with unit/apartment numbers or with street suffixes, it's best to search using the main house number and street name first – e.g. "1 Smith Street" instead of "Unit 1/1 Smith Street". This is due to the way addresses have been loaded into the database by Chorus (NZ telecommunications infrastructure provider), which may be different from how some addresses are usually entered on online forms.

Just entering the street number, street name, and street type as the system will provide you with all the available addresses and/or closest match(es).

4. How long will it take to switch to a 2degrees ADSL/VDSL broadband service?

You will need to allow for the transfer taking between 5 to 15 days for ADSL/VDSL.

5. When should I cancel my current Broadband service with my existing provider?

You should cancel once you receive the activation email from 2degrees confirming that your 2degrees Broadband service has been successfully activated.

6. Where can I self-service my Broadband account?

Your 2degrees Broadband can be accessed from the top banner of the 2degrees website. You can manage the following:

- Making a one-off payment to your bill or updating your payment details
- Checking your usage
- Adding a Broadband Add-on
- Changing your personal details
- Changing your plan.

7. How can I make a one-off payment to my Broadband account?

There are two ways you can make a one-off payment to your 2degrees Broadband account.

1. Credit Card

If you need to make sure 2degrees receive the payment immediately, you can make a payment by Credit Card. To do this log into 'Your 2degrees



Broadband' portal, click on 'Payments', use your credit card to 'Make a Payment' under the 'Payment History' heading.

This is the best option if you've got an outstanding amount and would like to reinstate your services as soon as possible. Please note, a 1.75% Card Payment Fee applies.

2. Internet Banking

You can also make a one off payment through internet banking.

The best way to do this is to set us up as a biller / payee. Doing it this way means your bank will tell you all the information you need, including our bank details. To find 2degrees Broadband in your payee list, search for for **Two Degrees New Zealand Limited (Broadband Services)**.

If you can't find 2degrees in your bank's payee list, you can use these details (Broadband only)

Two Degrees NZ LTD (Broadband Services)

02-0820-0188002-000

Please ensure you use your Broadband customer number as the reference, this is a 7 digit number found at the top right of your invoice.

NOTE: If you're making a one off payment, 2degrees must receive the payment by the evening before your automatic payment comes out, or else it will still be debited from your account or card. Please take this into account when making a one off payment.

8. What are my Payment Options?

There are a number of options for paying your bill. You can set up an automatic payment with either a Credit Card, Debit Card or Direct Debit Authority when you sign up. This payment method will be charged each month, on your billing due date.

You can also log into Your 2degrees and choose to make a manual payment with a valid Credit Card or Debit Card. Cards that can be used include Visa, Mastercard and American Express. There is a card payment fee that applies to Credit Card and Debit Card transactions.

You may also make a manual payment via Internet banking. Your bill will explain what is required to do this.

9. Is there a Credit Card & Debit Card Surcharge?

All Credit and Debit Card payments will incur a Card Payment Fee of 1.75% that will be added to all broadband bills payments made after 8 March 2017.

10. How does Billing work once I sign up to 2degrees Home Broadband?

- At sign up you will be charged \$15 for shipping. If you've chosen an open term plan you will also be charged for your modem and standard connection fee.
- As 2degrees Home Broadband is charged and billed in advance, once your Broadband connection has been activated you will receive your bill and be charged immediately for the first month of your plan.
- Shortly after this (around one week) you will receive your bill for your second month's plan charges, but don't worry, you have three weeks before this is due.
- Each month your nominated credit card will be debited with the amount outstanding on your account on the due date detailed on your Bill.
- Your billing anniversary each month is the calendar date that your connection was activated. This serves as the start of each billing period, and as the invoice due date.

11. Do I need a new 2degrees modem for my Home Broadband connection?

While you can bring your own Modem, for the best experience with 2degrees Broadband we recommend that you use a 2degrees supplied modem, in order for 2degrees to provide you with the best support.

When you join 2degrees on a contract, they will send you a rental modem to use while you're with them. The modem is free (just pay a delivery charge), you'll just need to return it to 2degrees when you leave or a fee of up to \$165 may apply.

2degrees modems are set up ready to go, so you just need to plug it in following the instructions provided when the modem is couriered out to you.

You may choose to use your own modem for your 2degrees connection. If you're connecting your own modem, [you will need to enter some 2degrees settings to connect to the internet](#). If you need help setting up your own modem, we recommend that you contact the modem manufacturer so they can help you with the setup, or take a 2degrees modem instead.



12. How do I set up my 2degrees modem?

It's easy to set up your 2degrees modem. The 2degrees website has a video showing how to set up your modem.

13. How often will I be billed?

Plans and Add-ons are billed monthly in advance, and Add-ons automatically recur on bill date.

14. What day of the month will I be billed?

Your billing cycle commences on the day your connection is activated. This is the date the monthly bill payment is taken.

15. How do I connect my device to my 2degrees modem?

Your modem can provide Wi Fi in your home, so you can have your laptop, tablet and other devices connected to this Wi Fi network. To connect your device to your Wi Fi network you will need the security key which is provided underneath your modem. You can also plug in your computer directly to your modem using an Ethernet cable.

16. What settings should I use for my BYO modem?

To connect the modem to the 2degrees network and to the internet, you will need to enter the following settings. Please note that the settings differ for different types of connection – ADSL, VDSL, or UFB.

Broadband Connection Type	Modem Requirements	Settings to enter in the modem
ADSL	Username	Your username@snap.net.nz
	Password	The password you chose at sign up
	Encapsulation	PPPoA / VC-MUX
	VPI	0
	VCI	100
VDSL	Username	Your username@snap.net.nz
	Password	The password you chose at sign up
	Encapsulation	PPPoE
	VLAN ID	10
	VPI	0
	VCI	110
UFB (Fibre)	Username	Your username@snap.net.nz
	Password	The password you chose at sign up
	Encapsulation	PPPoE
	VLAN ID	10

If you need help setting up your own modem, we recommend that you contact the modem manufacturer so they can help you with the setup, or take a 2degrees modem instead.

17. What can I do if my broadband has stopped working?

If you're having trouble with your broadband, here's some real handy troubleshooting steps you can try with your 2degrees modem.



ADSL/VDSL

1. Unplug your modem from power for 30 seconds then plug it back in and wait for the lights to stabilize.
2. If the WLAN light on the modem is off -
 - Very briefly press the WLAN button located on top of the modem. The WiFi should turn back on.
3. If the Power/DSL light is off -
 - Check your power cables and try an alternate power point.
4. If the Power/DSL light is blinking -
 - Test a different cable between the DSL/TEL port and your jackpoint on the wall.
 - Test a different jackpoint in the house.

Fibre

4. If the Power light on your ONT (Optical Network Terminal - Fibre box) is off -
 - Check the ONT power cables
5. If the WLAN light on the modem is off -
 - Very briefly press the WLAN button located on top of the modem. The WiFi should turn back on.
6. If the LAN1 light on the ONT is off -
 - Check that the Ethernet cable between the modem and ONT is secure.
 - Test a different Ethernet cable between the LAN1 port on the modem (or WAN port if you're using a third party modem) and Port1/GE1 on your ONT. If the cable was originally plugged into Port2/GE2 on the ONT, proceed to plug the cable in Port2/GE2 and check the LAN2 light instead.

If any of the following lights on your ONT are red, there may be an outage in your area or an isolated fault. Please call us for further assistance.

- Optical/PON
- Alarm/LOS

If you've tried the above steps and can't get online, give the 2degrees Technical team a ring anytime between 8am and 10pm, on 0800 022 022, option 9. Please ensure that you're home, so the agents can troubleshoot with you.

18. How do I check if there is a broadband outage in my area?

If it's outside Care's available hours from 8am to 10pm and your broadband connection has stopped working, try the handy [troubleshooting steps on the 2degrees website](#). If you're having problems, please ring 2degrees on 0800 022 567. Any known outages will be updated on the [2degrees service status page](#).

19. What Password do I use for my broadband?

Depending on when you joined 2degrees Broadband, and what services you may have, there may be one of several passwords you need to know.

Broadband Services Password

This password is used by your modem in conjunction with your username to get you connected to the internet.

This will be the password you chose at signup, unless you have requested for this to be changed (or 2degrees have changed it on your behalf).

If you have a 2degrees modem, your password will already be entered in your modem settings. If you have chosen to bring your own modem, you will need to [enter your username, Broadband Services Password, and some other settings](#) to get connected to the internet.

Your 2degrees (Broadband & Home phone) Password

This password is used to log in to [Your 2degrees Broadband](#) account, allowing you to see your data usage, make payments, or make a number of other changes regarding your broadband account. You will also need to enter this password to change your Home Phone Plus password.

This will be the password you chose at signup, unless you have requested for this to be changed (or 2degrees have changed it on your behalf).

If you have forgotten this password, you can reset your [password here](#).



Home Phone Plus Password

If you have a 2degrees modem, your password will already be entered in your modem settings, and 2degrees will not provide you with this password.

If you have chosen to Bring Your Own Modem, and added Home Phone Plus to your connection you will need this password to set up your Home Phone Plus number.

You will be provided with a randomly generated password when you sign up for BYOM with Home Phone Plus. If you wish to change this password, you can reset your password to another randomly generated password from the [‘Home Phone Plus’ settings in ‘Your 2degrees’](#).

You cannot set this password yourself.

Email Password

If you joined 2degrees as an ex-Snap customer, you may have a historic email address still available to you.

If your email address is the same as your username, this password will be the same as your Broadband Services Password.

If you have other email address(es), these will have their own password(s). These email password(s) will have been chosen at the time the email address was created, unless you have requested for this to be changed (or 2degrees have changed it on your behalf).

If you wish to change an email address password, this can be done from the [‘Email Options’ settings in ‘Your 2degrees’](#). This option will not be available to you unless you are an ex-Snap customer with a 2degrees provided email address.

20. What settings should I use to set up Home Phone Plans on my personal modem?

If you have signed up to Consumer Broadband with Home Phone Plus without taking a FritzBox, you will need to set up your VoIP line yourself. Use the following settings to set this up:

- Domain: connect1.plus.snap.net.nz
- Proxy / Outbound Proxy: connect1.plus.snap.net.nz
- Register Expires: 3600
- DTMF: RFC2833
- SIP Port: 5060
- Codecs: PCMA/PCMU

We'll email your Phone number, SIP username, and SIP password once you've activated.

21. How do I connect to WiFi?

<https://youtu.be/gBnzy4iiQXk>