

# Support

We believe that you do not need phone support to get our internet up and running as it is really plug and play. Through our SMS commands, you can check the status and values of your line. This is really all you need to make sure your internet is up and running.

Should anything go wrong, just send us an e-mail to [support@five.lu](mailto:support@five.lu) with all your details, problem description and phone number and we will contact you.

Our online support team works from Monday to Friday from 8:00 to 12:00 and 14:00 to 18:00.

## Debug a broken connection

1. Restart your router
2. If you have a fibre line check your ONT, if you're on a bonding line, check your Sagemcom modem
  1. ONT:
    1. If the alert light is red restart the ONT. If after the restart the light is still red write an SMS to open a ticket
    2. If the PON light is dark restart the ONT. If after the restart the light is still dark write an SMS to open a ticket
    3. If all lights are dark check the power connection. Try using another outlet. If nothing works write an SMS to open a ticket
    4. If Power and PON lights are green and alert light is not on the problem lies not with the ONT. Please try replacing your router.
  2. Bonding modem :
    1. If the power light is not on check the power supply. Try using another outlet. If you can't get the light to turn on write an SMS to open a ticket
    2. If the DSL light blinking try restarting the modem. If after a restart the line is still blinking write an SMS to open a ticket
    3. If Power and DSL lights are fixed and green please check the connected router as the problem lies not with the Modem

## FAQ

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