

Requirements to use your own NBN ready BYO device

If you choose to use your own NBN modem or router on our network it is important that it is NBN compatible, supports PPPoE authentication and VLAN tagging. The compatibility will vary depending on how your property is connected to the NN.

Please read through the below requirements and be sure you are comfortable with them all prior to selecting our BYO device option. If at any time you would prefer for us to send you a fully NBN ready device that is pre-configured and ready to go, please click [HERE](#).

FTTP, Fixed Wireless or HFC Connection Requirements

Your BYO router must support WAN capabilities. This means that it must have a WAN port on the back that can be connected to the NBN equipment using an ethernet cable. It must allow authentication by PPPoE and must support VLAN tagging with p0/q100 rules.

FTTN, FTTB or FTTDP NBN Connection Requirements

Your BYO modem must support VDSL connectivity. This is different than ADSL or ADSL2+. It must allow authentication by PPPoE and must support VLAN tagging with p0/q100 rules.

VLAN Tagging Requirement

All BYO devices connecting to the Tangerine NBN network **MUST** support VLAN tagging rules. This is a requirement of our network carrier. If the appropriate VLAN tagging rules (of p0/q100) are not correctly configured then you will be unable to connect to the network.

Technical Support

Whilst we try our hardest to know our way around every modem and router out there - our technical support team may not be able to help with your BYO router. It is important that you are comfortable configuring your own device with the requirements above. If you get stuck and we are unfamiliar with your device it is recommended that you contact the device manufacturer. Alternatively you can order a brand new NBN ready modem right now. We ship them pre-configured and ready to go. See our [NBN ready modem page](#).

This policy was release on 1st December 2016.