

Factsheet: Complaints about Wi-Fi issues

What is Wi-Fi?

Wi-Fi is a method of sending data over short distances using radio waves instead of cables. Wi-Fi is how many people connect wirelessly to a modem/router so they can access the internet in their home or office. Wi-Fi is not an internet service and is not provided by the internet provider.

The strength of the Wi-Fi signal in the premises can be impacted by multiple factors, including:

- multiple devices connected to the same modem/router,
- software configuration of the modem/router,
- the location of the modem/router,
- what the building is made from, and
- interference from other appliances such as TVs, Microwaves, etc).

Wi-Fi signal in a premises may be improved through addressing the points above, or by considering:

- a different modem/router,
- using more devices via a direct cable connection, or
- a Wi-Fi booster.

Who is responsible for the Wi-Fi connecting to devices?

While the provider is responsible for providing an internet connection to the modem/router, typically, the consumer is responsible for ensuring Wi-Fi signals connect to their devices.

We cannot require the provider to:

- fix your Wi-Fi issues
- give you a Wi-Fi Booster free-of-charge or at a discount
- upgrade your internet speed tier free-of-charge or at a discount

These are commercial decisions providers can make, which are outside our [Terms of Reference](#).

What if the modem/router is faulty?

If the modem/router is faulty, you may be entitled to a remedy under [Australian Consumer Law](#).

When the TIO can help

If the modem/router supplied by the provider is faulty, we may be able to help you get the modem/router:

- repaired,
- replaced, or
- the cost of the modem/router refunded to you.

When the TIO cannot help

If you purchased the modem/router from a retail shop, you should speak with the retail shop you purchased it from.

For more information about returning faulty goods to a retail shop, please refer to your ACL entitlements on the [Australian Competition and Consumer Commission \(ACCC\) website](#).

How do I find out if the modem/router is faulty or it is the Wi-Fi?

We expect troubleshooting to be completed with your provider when you report a problem with your internet service. Troubleshooting will help identify the issue. Some of the steps you can take are:

- restart the modem/router
- complete speed tests through a direct cable connection
- relocate the modem/router
- connect different devices to the Modem/router through Wi-Fi and then through a direct cable connection
- temporarily replace the modem/router to test Wi-Fi connectivity.