

Plusnet Hub One

[Help](#) | [A-Z](#)[Home](#)[Settings](#)[Advanced Settings](#)[Troubleshooting](#)[Help and Advice](#)[Helpdesk](#)[Event Log](#)**Information for Helpdesk agents**

When contacting the Plusnet Broadband helpdesk, the agent might ask you for details about your Plusnet Hub. This page contains all of the information they are likely to request.

1. Product name:	Plusnet Hub
2. Serial number:	+081441+NQ54605093
3. Firmware version:	Software version 4.7.5.1.83.8.217.1.1 Last updated 13/02/16
4. Board version:	Plusnet Hub One 09.49
5. DSL uptime:	0 days, 03:49:22
6. Data rate:	448 / 1632
7. Maximum data rate:	996 / 1728
8. Noise margin:	18.0 / 11.2
9. Line attenuation:	31.5 / 60.8
10. Signal attenuation:	31.5 / 58.6
11. Data sent/received:	41.2 MB / 259.3 MB
12. Broadband username:	pelu [REDACTED]
13. 2.4 GHz Wireless network/SSID:	fy
14. 2.4 GHz Wireless connections:	Enabled (802.11 b/g/n (up to 300 Mb/s))
15. 2.4 GHz Wireless security:	WPA2
16. 2.4 GHz Wireless channel:	2
17. 5 GHz Wireless network/SSID:	y
18. 5 GHz Wireless connections:	Enabled (802.11 a/n/ac (up to 1300 Mb/s))
19. 5 GHz Wireless security:	WPA2
20. 5 GHz Wireless channel:	Automatic (Smart Wireless)
21. Firewall:	Default
22. MAC Address:	84:a4:23:04:ae:70
23. VPI/VCI:	0 / 38
24. Modulation:	G.992.1 Annex A
25. Latency type:	Interleaved
26. Software variant:	AA
27. Boot loader:	1.0.0