

[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+NQ74004276
3. Firmware version:	Software version 4.7.5.1.83.8.263 Last updated 27/03/19
4. Board version:	Plusnet Hub One
5. DSL uptime:	9 days, 08:20:11
6. Data rate:	14993 / 67000
7. Maximum data rate:	18870 / 74194
8. Noise margin:	7.1 / 7.9
9. Line attenuation:	16.7 / 15.8
10. Signal attenuation:	16.5 / 15.8
11. Data sent/received:	2.3 GB / 10.9 GB
12. Broadband username:	robertharvey@plusdsl.net
13. 2.4 GHz Wireless network/SSID:	PLUSNET-5TGC
14. 2.4 GHz Wireless connections:	Enabled (802.11 b/g/n (up to 144 Mb/s))
15. 2.4 GHz Wireless security:	WPA2
16. 2.4 GHz Wireless channel:	Automatic (Smart Wireless)
17. 5 GHz Wireless network/SSID:	PLUSNET-5TGC
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:	58:90:43:fb:74:b1
23. Modulation:	G.993.2 Annex B
24. Software variant:	AA
25. Boot loader:	1.0.0