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plusnet

We'll do you proud

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Get useful setup guides and technical help for your issues.

- ○ **Articles**

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  - Email
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  - Security
  - Hosting
  - Plusnet Service
  - Customer Service

- ○ **Top 5 questions**

  1. How do I view my bill?
  2. How can I defend my PC from viruses and other online threats?
  3. How much broadband usage do I have and how much do I have left?
  4. What is my username and password?
  5. How do I set up my wireless router?

- Help Assistant

  Got a question?

If the answer is on our website the Help Assistant will show you where to find it, or you can raise a ticket to our support team.

Come back here to check our answer when we've responded, we'll send email and texts to let you know.
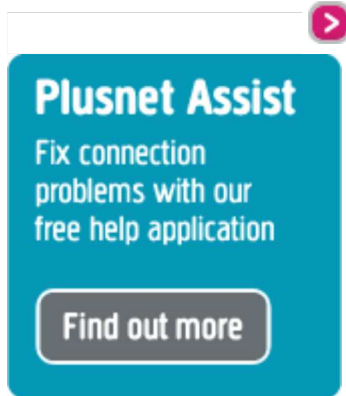
- ○ Use the Help Assistant
- ○ View all my questions
- Service Status

Having problems?

When there's a service-affecting problem we'll keep you updated here. We'll also post here when we're planning system maintenance.

- Customer Support Stats
- Plusnet Code of Practice

Search Help and Support:

Customer Service

Server addresses and settings

Support Pages > Customer Service > Using Plusnet > Server addresses and settings

Summary: A handy reference guide to all the server and connection details you may need.

Select your provider?

Our website now provides help and support to customers of Plusnet, Force9 and Free-Online. Please select your provider using the drop-down menu and you will be provided with the technical support details that are appropriate to you.

Select your provider: Plusnet   Change

Fibre Broadband Connection Settings - [more]

Broadband username	username@plusdsl.net - Username Guide
Connection type	PPPoE always on

Broadband Connection Settings - [more]

Broadband username	username@plusdsl.net - Username Guide
Broadband password	Your account password

Connection type	PPPoA
VPI & VCI	0 & 38
Multiplex Method	VC-MUX or VC Based

Email Settings - [more]

Email address format	yourname@username.plus.com
Incoming (POP3) Server	mail.plus.net
Outgoing (SMTP) Server	relay.plus.net
IMAP Server	imap.plus.net
Usenet Server	news.plus.net

Dial-up Connection Settings - [help]

Dial-up username	Your account username
Dial-up password	Your account password
Dial-up number	See Dial-up connection numbers

DNS Settings - [help]

Broadband and Dial-up DNS

Primary	212.159.13.49
Secondary	212.159.13.50

Broadband and Dial-up DNS (alternative set)

Primary DNS	212.159.6.9
Secondary	212.159.6.10

Dial-up only DNS

Primary	194.72.9.34
Secondary	194.74.65.68

Webpage Addresses - [help]

Your website	www.username.plus.com
CGI	ccgi.username.plus.com

Web Server Addresses (to upload files) - [help]

FTP (uploading files)	**ftp.plus.net**
CGI (uploading scripts)	cshell.plus.net

Broadband Phone Settings - [help]

SIP Number	Visit the Broadband Phone Control
SIP Address	sip.plus.net
Port	5060
Sip Domain	username.plus.net

More Support

If you can't find the information you need here try the Help Assistant.

Service Status

Check our Service Status page for updates on current problems and announcements about upcoming maintenance work.

You can also get updates over the phone by calling: **0800 917 6714**.

This page last updated 4th October 2011

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Broadband Setup Guide

Broadband Phone Setup Guide

DNS Settings

Did you find this page helpful?

Yes No Maybe

Business Support: 0800 023 2221

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Company

We're a Sheffield-based broadband and phone provider, selling services to homes and businesses across the UK. We believe that paying less shouldn't mean a compromise in service, and we're proud to be Which? Recommended Broadband Provider 2011 and 2012.

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