TROUBLESHOOT SERVICE ISSUES

1) Have you tried power cycling your equipment?

Disconnect your router's power cord from the outlet, wait 15 seconds then plug it back in. If your issue is not resolved, try power cycling your radio and then your router. To power cycle the radio, unplug the power cord of the power brick (see equipment guide), wait 15 seconds, then plug it back in. Service restoration may take as long as 10 minutes after a power cycle.

2) Does your equipment have power?

Verify that your router's power light and the green light on the power brick are on.

3) **Are power and ethernet cables securely connected to the correct ports?**

Refer to the customer equipment guide and check that connections are secure.

4) **Do you have a second internet service in your home or devices set up to increase your Wi-Fi coverage?**

Power down and disconnect extenders and mesh network devices which can interfere with your CCB Wi-Fi signal instead of improving your Wi-Fi coverage if they are not configured correctly. If you have another internet service in your home, disconnect its router which can also interfere with the Wi-Fi signal from your CCB router.

5) **Is your device connected to the CCB network?**

Verify that your device is connected to the CCB network, especially if there are other networks in the home or nearby that your device may have connected to automatically.

6) **Are your other devices experiencing the same service issues?**

Check the internet connection for all devices. If the connection issues are limited to a specific device, reboot the device and check for available software updates. Older devices tend to have inferior Wi-Fi capabilities. If service issues are limited to a specific device or devices from a specific manufacturer, contact the manufacturer for recommendations.

7) **Can you test a wired connection directly to your router to determine whether the root issue is internet or Wi-Fi based?**

If you are experiencing slow speeds or an unstable connection with a wireless connection, test a wired connection. You will need an ethernet cable and a device with an ethernet port or port that accepts an ethernet adapter. Connect the device to a LAN port on your router with the cable and test service over the hardwired connection. If your service operates normally with the wired connection, you are likely experiencing a Wi-Fi issue which can have various causes. Submit a Technical Support ticket to CCB so that we can let you know if you're experiencing a Wi-Fi issue that we can help resolve.

HOW TO GET HELP

If you experience a service problem or outage, please use the contact points below to open a Technical Support ticket.

Phone: (303) 801-2854
Email: support@clearcreekbroadband.com

Include the account holder name and address in the voicemail or email subject.

If a service interruption impacts multiple customers, we update the Technical Support phone recording to let you know that we are aware of and addressing the issue. In that case, there is no need to create a ticket.

Thank you for choosing us to provide your broadband service!

CLEAR CREEK BROADBAND

OUR PHILOSOPHY

We live and act by the "golden rule."

We are a community operated network. Help us to continually improve by letting us know what we can do better and the services you would like us to add.

YOUR WI-FI CREDENTIALS

2.4 GHz Wi-Fi

Network Name (SSID):

_____

Password:

_____

5 GHz Wi-Fi

Network Name (SSID):

_____

Password:

_____

BILLING

Your first invoice is generated within a week of your installation. You will receive an email from bill.com to set-up an account to pay the initial invoice and the monthly fee moving forward. We accept ACH, credit, and debit card payments, and there is an option to set up automatic payments.

Add "invoice@hq.bill.com" to your safe senders list to ensure that you receive billing notifications. Email "billing@clearcreekbroadband.com" with any billing-related questions.

TYPES OF CONNECTIONS

The 2.4 GHz Wi-Fi connection has a greater range than the 5 GHz Wi-Fi connection and can travel better through some solid objects like drywall.

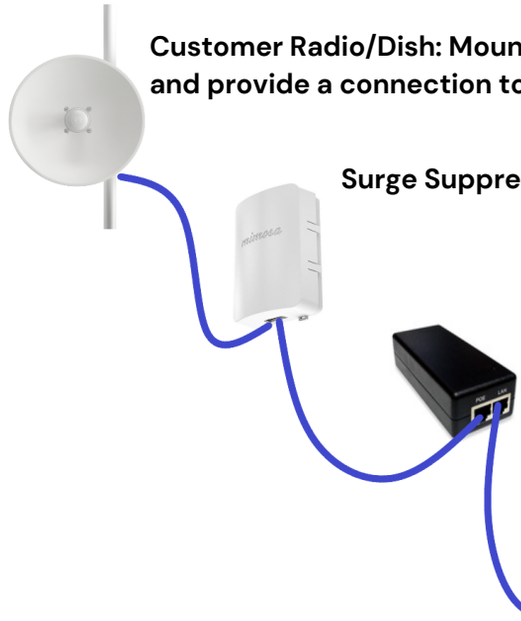
The 5 GHz connection provides faster speeds than the 2.4 GHz connection because data is transmitted faster. 5 GHz is also less prone to interference but has a shorter range of coverage than the 2.4 GHz frequency.

When possible, a hardwired connection should be considered for the most crucial and bandwidth-intensive activities as it will provide the most stable connection.

INTERNET VS WI-FI

Internet and Wi-Fi are not the same although the terms are often used interchangeably. The internet is a global system that connects millions of computer networks around the world. Wi-Fi is the technology that allows devices such as laptops and smartphones to connect to the internet through a wireless router and to other local devices on the same home network without cables.

CUSTOMER EQUIPMENT GUIDE



Customer Radio/Dish: Mounted on the outside of the home to receive a signal and provide a connection to the internet

Surge Suppressor: Protects the radio from power fluctuations

Power Brick: Plugs into an outlet and allows the radio to be powered over an ethernet cable; Provides a connection between the router and radio

Router: Provides wired connections to the internet via the ethernet ports and wireless connections via the 2.4 and 5 GHz networks

*Number and colors of ports may vary depending on router model.

The ethernet cable connecting the radio/surge suppressor to the power brick must use the 15W 30V 1 GbE PoE port on the power brick in order to power the radio. The ethernet cable connecting the power brick and router must be between the 1 GbE LAN port on the power brick and the WAN port on the router in order for the router to have internet access via the radio.

OUR SCOPE

CCB provides a connection to the internet through your radio. We also install a wireless router so that devices in your home can connect to the internet without physical cables. At the end of your installation, we will run a speed test on your router to verify that you are receiving our broadband internet service.

Many factors impact your wireless router's range of Wi-Fi coverage in your home including the router model and location, interference from other devices, and physical obstructions including walls and floors. A single wireless router may not be sufficient to provide a strong Wi-Fi signal throughout your home depending on the aforementioned factors as well as the square footage that you would like to cover.

Installing a mesh Wi-Fi system is a popular solution for blanketing a home with a consistent wireless signal. We can share feedback from other customers about their systems, but we recommend you carefully review manufacturer documentation before purchasing Wi-Fi network devices to ensure selection of the best solution for your needs.