



CCB Trivia Challenge Answer Key

1) Is there a difference between the internet and Wi-Fi?

- A) Yes, the internet and Wi-Fi are not the same although the terms are often used interchangeably.
- B) Yes. 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.
- C) Both A & B are true.

2. If I have a technical support question, who do I call?

- A) Elton John
- B) Phone: (303) 801-2854 Email: support@clearcreekbroadband.com Include the account holder name and address in the voicemail or email subject.
- C) The Billing Department

3. How can I get a question about billing answered?

- A) Email billing@clearcreekbroadband.com or call 303-801-2860 with any billing questions.
- B) Call Technical Support number even though your message will go to many team members who cannot help you with billing.
- C) Ask your neighbors.

4. How can I find out if there is a known network issue in my area and get updates on restoration of service?

- A) Call the Technical support phone number (303) 801-2854. We update the Technical Support phone recording to let you know that we are aware of and addressing the issue. If possible, we will let you know how long we expect the outage to last.
- B) Pull out my Ouija board.
- C) Check the weather channel.

5. Can I download movies, pictures and songs that are copyright protected?

- A) Yes, all my friends do it!
- B) No – it is illegal and subject to severe penalties. Illegal downloads are monitored by groups (song writers and movie producers) that own the rights to their work.

6. What is the difference between a 2.4 GHz Wi-Fi connection, a 5 GHz Wi-Fi connection, and an ethernet connection?

- A) 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.
- B) The 5 GHz connection provides faster speeds than the 2.4 GHz connection because data is transmitted faster.
- C) 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 ethernet cable connection should be considered for the most crucial and bandwidth-intensive activities as it will provide the most stable connection and best speeds.
- D) All of the above.