

Use these tips if you're having trouble with your DSL connection and cannot get online.

IF YOU HAVE BALLARD TV AND DSL, FOLLOW THESE STEPS:

1. Make sure the TV, residential gateway (cable box), router and PC are turned off. Unplug the power cord of the residential gateway and then plug the power cord back into the electrical outlet.
2. Turn on the TV and the residential gateway. Then, wait for the TV to begin showing programming. This may take up to 5 minutes.
3. Once the TV is operating properly, power on your router and wait for it show full connectivity. Skip this step if you don't have a router.
4. Turn on the PC and wait for it to completely start-up. Then, try to log onto the Internet.
5. If you still cannot connect, call [270-665-9600](tel:270-665-9600).

IF YOU JUST HAVE DSL, FOLLOW THESE STEPS:

1. Make sure the DSL modem and PC are turned off. Unplug the power to the DSL modem and then reconnect it to the electrical outlet.
2. Wait for the DSL modem to completely connect. The link lights should be green.
3. Turn on the PC and wait for it to completely start-up. Then, try to log on to the Internet.
4. If you still cannot connect, call [270-665-9600](tel:270-665-9600).