

Troubleshooting: No Internet Connection

There are a variety of reasons or causes for losing your Internet Connection. This page summarizes the most common causes and potential solutions to internet connection issues.

Check to see if there are any [Scheduled & Unscheduled Outages](#) in your area. There may be an interruption we're already working on.

Restarting your equipment is often the quickest way to solve Internet connectivity problems.

1. Unplug the power cord from your modem/gateway.
2. Wait 30 seconds, then plug the power cord back into your modem/gateway.
3. Please wait a few minutes until the modem/gateway comes back online.
4. Restart your device and test your internet connection.

Check your wired connections, It's possible that one of your cables or cords is unplugged, loose, or damaged.

1. Check that the Ethernet cable connecting your modem/gateway and computer are tightly connected.
2. Ensure that a power cord and a coaxial cable are plugged into your modem/gateway and is securely connected. If you plugged the power cord into a surge protector, make sure the surge protector is switched on.
3. Follow the coaxial cable from your modem to the wall outlet or splitter. Ensure this connection is secure. If this cable is attached to a splitter, try removing the splitter, or switching to an alternate female connection.
4. Check the length of each cable for kinks, cuts, or abrasions. If you find a damaged cable please replace it.

If these solutions did not resolve the issue, please contact our Technical Support Team at [1-866-832-6020](tel:1-866-832-6020)