

UNITED UTILITIES, INC.



Proudly Serving Rural Alaska Since 1977

Home & Business
Telecommunications

Local Phone &
Internet Service

Customer Care:
1 (800) 478-2020



United Utilities
A GCI Company
United-KUC | Yukon Telephone



www.uui-alaska.com
email: customer@uui-alaska.com

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Internet Terms & Conditions

Our Commitment to an Open Internet: As a provider of internet services in rural Alaska, UUI has always been committed to an open internet that gives our customers the freedom to be in charge of their online experience. An open internet means that we do not block, prevent or otherwise impair our customers' freedom to direct their own online activity. This is a commitment that we stand by unequivocally. And that will not change.

While UUI Internet does not restrict the use of customer owned devices on the network, the use of non-UUI Internet equipment such as Wireless Routers, Gaming Consoles or any other customer equipment will not be supported, maintained, repaired, or replaced by United Utilities, Inc.

By using UUI's or Supervision's internet service, you agree to the terms of service located at the below websites, which include an agreement to arbitrate. To review the terms for your UUI or Supervision internet service, please visit our website at www.uui-alaska.com or directly at www.gci.com/about/terms-conditions/internet.

Please call Customer Service at 1-800-478-2020 if you would like a printed copy of the terms & conditions.

Basic Setup Information

NEVER PUSH THE RESET BUTTON on your equipment!

This will erase programming and you will lose service and your equipment will need to be replaced or provisioned. You will be charged 49.99 to reprovision an antenna or modem.

Primary DNS: 66.223.224.6
Secondary DNS: 66.223.224.7
IP Address: Assigned by the server
Web Server: www.uui-alaska.com

What are DNS (Domain Name Service) Numbers?

Every website (like cnn.com) has an address (207.25.71.23). DNS or the Domain Name Service keeps a record of all the names and numbers on the Internet, so you don't have to.

Check your settings:

If you're a new customer, and are using Windows or Mac OS X, you'll need to set up your dialer so that the server assigns DNS numbers for you. *If you currently have Internet service from another company, your computer is using a different set of numbers (**Wireless Router or IP Connection**) that our server will have to change for your UUI Internet service to work properly. Go to your "Network Settings" and make sure you "Disable" any prior connections (Default Connection) before setting up your new UUI/Supervision Internet Connection.* Go to our **Internet Connection Guidelines** for detailed installation instructions.

If you're using an operating system older than Windows Vista or Mac OS X, you'll probably need to assign UUI's DNS numbers in your setup. UUI's DNS numbers are **66.223.224.6** and **66.223.224.7**. The instructions on how to change/check your DNS settings will differ somewhat depending on what type of computer you have and which version of software you are running.

Data Usage and Staying on Track

How far will 1,000 megabytes get me?



Monthly Internet data usage is the amount of data (things like images, movies, photos, videos, and other files) that you send, receive, download and/or upload each month.

Most of our available service plans come with a generous monthly usage allowance—and the majority of customers stay well within those parameters. The only reason anyone would see an extra usage charge on their monthly statement is if they exceeded the monthly allowance included in their plan.

Do you have questions about your Internet usage? Get answers to the most common questions other customers have asked.

What is a Megabyte (MB) and Gigabyte (GB)?

A gigabyte (1GB) is 1,024 megabytes (MB) of information transferred to or from your modem. Visiting approximately ~10 web pages will generate a gigabyte of data usage

Data Usage and Staying on Track

Each of the activities below would generate 1,000 MB of data transfer*:

- View over 2,000 web pages
- Send 100,000 e-mails with no attachments
- Receive up to 1,000 average quality digital photos
- Download 250 songs
- Stream 16 hours of music
- Watch 5.5 hours of streaming video
- Download 1.5 standard definition movies

*Individual usage will vary based on device, operating system, length of movies, video format or types of games played.

What is usage and what can I do with the amount included in my plan each month?

Usage is the amount of data transferred to and from your data connection while you are online. Usage is measured in megabytes (MB). There are many different online activities that will consume varying amounts of usage. An example would be sending a digital photo (about 1 MB) versus downloading a full movie (about 675 MB) but remember this is only a rough guide – files are not created equal.

For what time period is my usage calculated each month?

Usage is counted on the same dates as your UUI phone and Internet service invoice is generated. For example, your invoice is generated on the 1st of each month; you are paying for the current month's services, but your usage will be tabulated from the 1st day through the 31st day of the previous month. You will then start a new usage cycle on the 1st of the current month.

Data Usage and Staying on Track

Can I carry over ‘unused’ usage to the next month?

No, unused MB’s do not roll over to your next billing cycle. Included usage amounts reset each month with your UUI account billing cycle.

Is there any way to find out how much usage I have used each month?

We offer a usage viewer tool that is available online. Not only does this tool enable you to see the amount of data you are using during your current billing cycle, but it also stores the total amount of usage you have used by month, for up to 12 months. To learn more about how to access this information and receive email notifications regarding your usage, go to the “Usage Viewer” section.

I just received a message stating that I reached 100% of my monthly included usage and I still have several days left before I am into a new month. Will I be charged and if so, how much?

If you choose not to upgrade your DSL or RBB WiFi internet plan, additional usage above your monthly usage allowance is billed at a rate between \$0.075 cents to \$0.01 cents per MB, depending on the service plan you have chosen. If you find yourself consistently exceeding the included usage amount that comes with your selected broadband plan, you may want to consider a plan upgrade. Many plans not only offer significantly more usage but more speed too!

RBB WiFi customers who are on 5,000MB plan, will have their services blocked for the remainder of the billing cycle. If you prefer to restore your internet services, you will need to contact UUI Customer Care at 1-800-478-2020 to select a new plan.

Data Usage and Staying on Track

Why wasn't I notified when I went over my monthly included usage?

Courtesy notifications/alerts are sent via email to DSL customers when they reach **80%** and **100%** of their usage. RBB Wireless WiFi subscribers will get a pop up notification in their internet browser once they have reached **80%, 100%, 150%, and 200%** of their monthly usage allowance. If you are connecting with a gaming device, you will not receive this pop up notification. To acknowledge the usage notification, you must enter your name and submit the acknowledgement to continue using your internet service.

If you are a DSL customer and you are not getting email notifications, please check if someone else has access to your email or phone, they might have already read and/or deleted the notification. You should also double-check any spam filters you may be using to see if the email message was caught there and update your spam settings to prevent it from happening again. Also be sure to notify UUI if you have changed your email address, so we can update your account information.

Why does UUI have monthly usage allowances?

Some customers use much more usage than other customers. Rather than raising prices on all customers to pay for the usage patterns of a few, we believe the fairest approach is to keep the costs for a vast majority of customers down while allowing those with larger appetites to pay for their higher levels of usage. As a result, UUI now provides a substantial amount of usage with each service plan and encourages customers to choose a plan that fits their individual needs.

Data Usage and Staying on Track

I think there is something wrong! My usage was a lot higher than the month before, do you have any idea what may cause this?

Besides the fact that customer's usage typically will vary from month to month, below is a list of some common causes of unexpected usage spikes.

- Your computer may have a virus! Do you have anti-spyware and virus protection installed and receive frequent updates to your virus definitions? Someone may be using your computer to send out spam messages or the virus to other users without you even knowing!
- Do you have a wireless network? Is it password protected? If not, others may be using your signal/internet connection, causing an unexpected increase in your usage. You might consider changing your password if you already have one to see if that fixes the problem.
- Have you had guests over at the house possibly using your connection?
- You may have file sharing programs running on your computer(s)? When you utilize these programs, such as Bit Torrent, you are not only downloading large files, but you are also allowing others to download files from your computer. If you review your usage online and see your upload usage equaling or exceeding the download usage, this is a good indication file sharing programs are the cause. If you use these programs, you should be careful about how much and in particular, how much you allow others to download from your computer.

Data Usage and Staying on Track

- Did you get a new computer/electronic device such as an Internet connected TV, Blue-Ray/DVD player, or game console (Xbox 360, PS3 etc.)? In particular, video devices such as Vudu brand video boxes and service can add *significantly* to your monthly usage since they use peer-to-peer technology to provide movies.



Still not sure what caused your usage to increase? Please call our technical support department at 1 (800) 478-2020 for additional troubleshooting.

DSL Connection Diagram

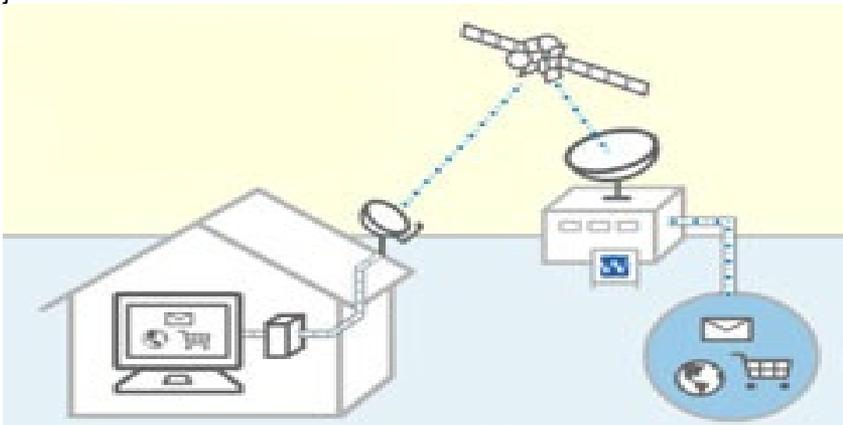
Choosing a Setup Location in Your Home

Guidelines:

- The DSL modem must be plugged into a telephone jack in order to function.
- To avoid signal loss, the phone cord should go directly from the modem to the jack and cannot exceed 10 feet in length.
- We recommend using the phone cord provided with the modem.
- Some surge protectors offer a port for your phone cord. Please do NOT plug your DSL phone cord into a surge protector, as it can disrupt your Internet service.

If you do not have a phone jack near your computer, you may either have a new phone jack installed, or you may run a long Ethernet cable through your house from the modem to your computer. The Ethernet cable carries a better signal than normal telephone wire, which is why the Ethernet cable length can be increased and the phone cable must remain short.

If you need UUI to install a jack, please call 611 or 1-800-478- 2020 to arrange for installation. There may be a charge for installing an additional jack.



DSL Connection Diagram

DSL Installation Kit

Please check the contents of your Installation Kit. They should include:
Item:

- 1 gray phone line cord
- 1 yellow Ethernet cable
- 1 black power adapter
- 4 line filters (conditioners)
- 1 Zhone[®], BEC[®] or Paradyne modem

Purpose:

- Connects the modem to the telephone jack
- Connects the modem to the computer or router
- Powers the modem
- Prevents static interruption
- Receives the Internet signal Windows Vista Installation

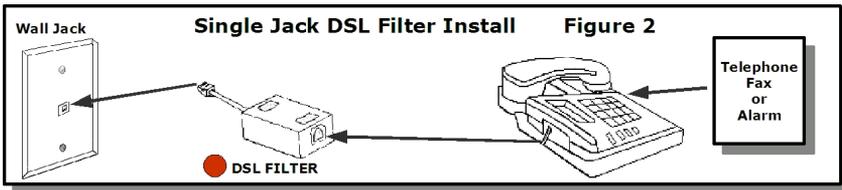


DSL Connection Diagram

Line Filter Installation

Install Your Line Filters

In your kit, you should have received four single line filters (also known as “line conditioners”). These filters are marked on one end as “Phone” and the other as “Line”. Plug your phone or fax into the “Phone” side. Connect the “Line” side to your telephone jack.



Every phone or other device that plugs into your UUI phone line, except the modem, must have a filter installed between the device and the wall – even if they are in a different room from the modem.

- Filters block the DSL signal and should **never** be placed between the modem and the phone jack.
- Filters reduce interference on your Internet line and improve the performance of your DSL service.
- Without filters, you may experience Internet service interruptions, slow speed, static, and other problems.
- Examples of devices on which you will need to install filters: Corded Telephones, Cordless Telephones, Wall Phones, Credit Card Readers, Answering Machines, Fax Machines, Caller ID Units, Satellite Television Devices, and Digital Video Recorders.

DSL Connection Diagram

If you only have one phone jack, plug your phone's line cord into the slot on the modem labeled "Phone" as shown on page 5 of this guide.

If you have a security alarm, please contact your alarm company and request that they install a DSL Alarm Filter at the alarm panel.

You can move forward with your installation now, but without the filter on this system your DSL may not perform as designed.

Connect Your DSL Modem

Your UUI DSL modem kit is designed to allow you to connect to your computer by using the supplied Ethernet cable, a telephone cable, and the power cable.

Please continue here for recommended modem installation.

- Connect your modem to your computer
- Connect one end of the Yellow Ethernet cable into your computer's Ethernet port and the other into the Ethernet port on the modem. The slot is marked "LAN".
- Most computers only have one place for the Ethernet cable to go. The Ethernet slot looks similar to a phone input, but it is wider and shorter.

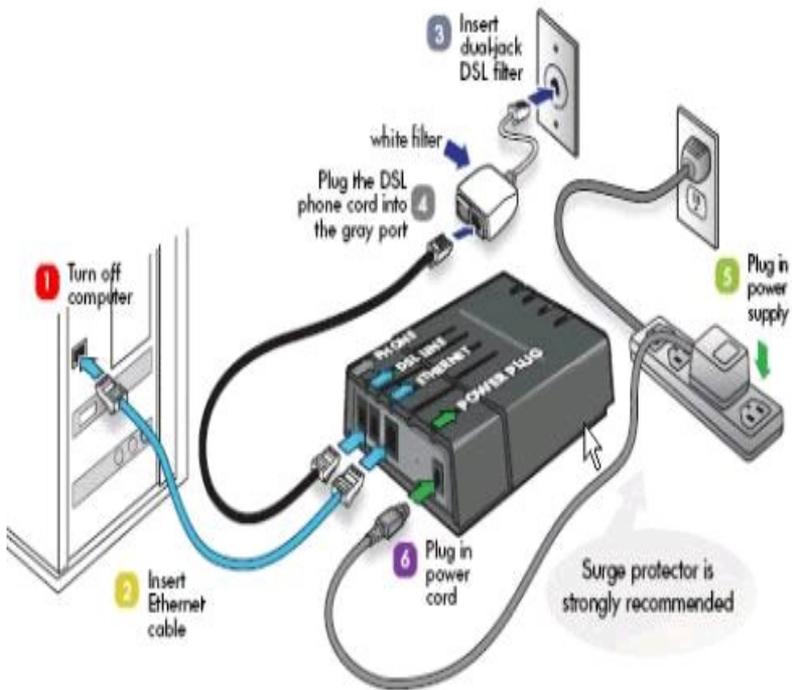
Connect your modem to the telephone jack

- Using the supplied gray telephone cord, plug one end into the "Line" port on the modem. The line port sits against the edge of the modem.
- Connect the other end of this cord to the wall jack that is supplying your High-Speed Internet Telephone Service.

DSL Connection Diagram

Power up the modem

- Insert the barrel end of the Power adapter cable into the power port of the modem. The power port is located on the back of the modem.
- Plug the power supply into a surge protector



After you have completed the connections and applied power, you will need to check the lights on the front of modem to confirm it is working correctly.

DSL Connection Diagram

A. Power light is solid green. *If it isn't, the modem is not receiving power.*

B. Status light is solid green. *If it is flashing or off, your modem is not receiving a good signal from the UUI Network.*

C. LAN light is on and flashing. *If it isn't lit, the modem is not communicating with your computer.**

*If you are using a Macintosh computer, the LAN light may not turn on until your computer tries to connect.

You are now ready to begin enjoying your Internet service!

Troubleshooting DSL Internet Connection

Troubleshooting Internet connection problems can be a challenge because there are so many possible causes. First, try these steps:

- Open *Network Diagnostics* by right clicking the *network* icon in the notification area, and then clicking *Diagnose* and *Repair*.
- Make sure that all wires are connected (for example, make sure your modem is connected to a working phone jack or cable connection directly).
- **DO NOT reset your DSL modem or router.** Remove the power cord from the modem and wait at least 1 minute, and then plug the modem back in.

If these steps don't solve the problem, look for a specific problem in the following list.

I can't connect to the Internet through a broadband Digital Subscriber Line (DSL).

- Make sure that:
 - Your modem is turned on.
 - The Ethernet cable is plugged correctly into the Ethernet port on the modem and on your computer. Each end of an Ethernet cable looks like this:



Ethernet cable

- The phone line is plugged correctly into the modem and the phone jack.
- You are not using a DSL filter between the phone jack and the modem.

Troubleshooting DSL Internet Connection

- Check the lights on your modem. These can sometimes indicate the location of the problem—whether it is the *Ethernet* connection, the *power* to the modem, or the *DSL* or *cable* connection.
- *Winsock corruption* can cause connectivity problems. To fix this, open *Network Diagnostics*:
 - Open Network Diagnostics by right clicking the *network* icon in the notification area, and then clicking *Diagnose and repair*.

For more information, go to [How to determine and recover from Winsock2 corruption](#) on the Microsoft website.

- Ask your Internet service provider (ISP) to verify that:
 - Its servers are functioning correctly.
 - You have an ISP user account and access to the ISP service.

I can't connect to the Internet through my DSL connection, or I'm being disconnected. *DSL Connection* requires you to connect to your telephone jack, to establish a connection.

- Make sure that the phone jack is working. To test this, plug in a working phone and see if there is a dial tone.
- Make sure that the *phone cable* is plugged into the "*line*" jack on your modem, not the "*telephone*" jack.
- Make sure that the *phone cable* is not defective by plugging a working phone into the "*telephone*" jack of your modem. If there is a dial tone, the phone cable is working.
- If you have a wireless router connection and you are connected directly to our DSL Modem, disable the wireless connection, and then try the connection again.

Troubleshooting DSL Internet Connection

- Your ISP might have disconnected you if you weren't interacting with the website for a while. Try connecting again.
- Make sure that your modem is working properly. For more information, check the information that came with your modem or go to the manufacturer's website.
- Contact your telephone company to verify the quality of your line. (*DSL Customers only*).

See “Basic Internet Troubleshooting” section for more information.

RBB Wireless (Wi-Fi) Equipment Installation

Wireless Wi-Fi



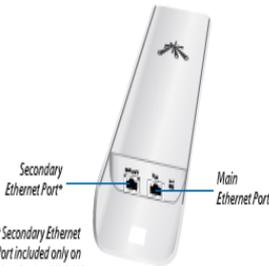
Getting Started

1. A Rural Broadband modem and wireless antenna is required to receive the signal. Equipment must be purchased from UUI, and the cost is \$149.99 for the equipment. Contact Customer Care for payment options.
2. Equipment will be mailed. Customers are encouraged to complete a self install. If you are unable to install the unit, please call UUI to request assistance from a site agent.
3. **After installation, you must contact UUI Customer Service to complete the activation of your new internet at 1.800.478.2020.**
4. If you have any *Old Internet Connections*, please go into your **Control Panel** and **Internet Options/Connections** and **Delete** your old Internet Connection. Once you delete the connection you will have to **reboot your computer**.

RBB Wireless (Wi-Fi) Equipment Installation

Quick Start Guide

Hardware Overview



Note: Secondary Ethernet Port is capable of 24V Power over Ethernet output which can provide power to a secondary device. It can be enabled using the AirOS interface.

LEDs



Power The Power LED will light steady green when properly connected to a power source.

LAN1 WAN/Main Ethernet The LAN1 Ethernet LED will light steady green when an active Ethernet connection is made to the *Primary Ethernet Port* and flash when there is activity.

LAN2 LAN/Secondary Ethernet The LAN2 Ethernet LED (on NanoStation M2/M5 only) will light steady green when an active Ethernet connection is made to the *Secondary Ethernet Port*.

Signal These LEDs display the signal strength.

Typical Deployment

Typical Deployment



Note: Shielded Category 5 (or above) cabling should be used for all wired Ethernet connections and should be grounded through the AC ground of the PoE.

RBB Wireless (Wi-Fi) Equipment Installation

Please follow these instructions step by step to ensure that you get the best performance out of your UBIQUITI Nano Station CPE.

1. Unpack box to inventory all materials. Your shipment should contain...
 - 1-Nano Station M2 CPE
 - 2-Stainless Steel Clamps
 - 1-PoE Adapter
 - 1-Power Cord
 - 1-5ft Indoor Cat5 Ethernet Cable
 - 1-50ft Outdoor rated Cat5 Ethernet Cable
 - 1-Steel mounting pipe and hardware
 - 1-*Plastic mount with hardware*
 - 1- *Miscellaneous mounting and securing hardware*
2. The next step is to locate the direction in which your CPE unit will point. Please take a moment to venture outside with your map to determine this location. This will give an idea of whether your device needs to be elevated, or simply mounted to the side of your home or business or suctioned to a window. Remember that your CPE unit will work best with no obstructions. ****note**** Existing customers may wish to use the same mount their old unit is on.
3. Mount your CPE unit using the plastic mount or use hardware (included) to secure the new Steel mount at your predetermined location. (UUI CO Office or AP Site)
4. Mount the CPE unit to the pole using the two stainless steel clamps provided. Aim CPE in the direction determined in step 2

RBB Wireless (Wi-Fi) Equipment Installation

5. Remove cover from back of the CPE unit. Use finger or screwdriver to push in tap, and then slide the cover off the bottom of unit. Hook one end of your 50' Cat5 Ethernet Cable (Included) into the "MAIN" port on your CPE. Make sure the connection is snapped in. Reinstall cover, making sure that the cable comes freely out of the access hole in cover. Using cable ties and clips (included) secure cable down mounting pole, then down the wall of your home or business. Enter the home with the cable at a predetermined location. Through a wall, or up through the floor are the most common methods. ***NOTE*** Existing customers MUST replace old cable with the new 50' CAT5 Ethernet cable. The device will not function without it.
6. Plug the PoE adapter (Pictured on page one) into an outlet in your home or business close to your computer. Plug the other end of your CPE Ethernet Cable (the cable you ran in step 5) into the "POE" side of the PoE adapter. The power light on your CPE unit will come on. Plug the 5ft Ethernet cable (included) into "LAN" side of the PoE Adapter, and then to your computer. ***NOTE*** If you are using a wireless router in your home or business, the router goes between the connection to your computer, and the "LAN" side of the PoE adapter. For example, you will need a cable that is connected to the "LAN" side of the PoE adapter, connected to your wireless router, and a cable connected from your wireless router, connected to your computer.



RBB Wireless (Wi-Fi) Equipment Installation

7. Depending on your computer and operating system, you will see your connection “LINK” up in the bottom right hand corner of your computer screen. This process may take a few minutes the first time, so don’t worry. Data is being sent to verify your account.

8. FINE TUNE YOUR AIMING

The final step is to fine tune your CPE device. Look at the back of your CPE unit. You will see a **Green** power light, a **Green** LAN1 light (LAN2 will not be lit) and four signal lights. (1) **Red**; (1) **Yellow** and (2) **Green**. If all four lights are on, your signal is excellent.

If not, you can adjust your CPE side to side and up and down until you get the best signal possible. We hope you enjoy your new HIGH SPEED INTERNET SERVICE.

Window Mounting Bracket

UBIQUITI Nano Station CPE



RBB Wireless (Wi-Fi) Equipment Installation

Additional Information:

- Make sure you choose the right connection on your computer. If you have a wireless router and your Ethernet cord is connected directly to our equipment from your computer, you will need to disable your Wireless Router Connection.
- If your computer has two network connections, the networking software must choose which connection to use for network traffic.
- The networking software picks the connection with the best performance. If connection A has Internet connectivity but slow performance and connection B has no Internet connectivity but better local network performance, the networking software will route network traffic over to connection B. This means that you won't be able to view websites, so the networking icon and the network diagram in Network and Sharing Center will report that you only have local connectivity (no Internet). This is correct, but it's not what you want. To force your computer to use connection A—the connection with Internet connectivity—disconnect connection B and try again.

RBB Broadband Wireless (Wi-Fi) Access Points

<i>Wireless Wi-Fi</i>	Access Points	
Village	Root AP Location (Main)	Mesh AP Location (2nd)
Akiachak	UUI CO	Youth Center
Akiak	UUI CO	Tribal Office
Alakanuk	UUI CO	Community Bldg
Atmautluak	UUI CO	Gaming Bldg
Chefomak	UUI CO	Tribal Office
Chevak	UUI CO	Bingo Hall
Chuathbaluk	UUI CO	City Office
Eek	UUI CO	Tribal Office
Emmonak	UUI CO	City Office
Goodnews Bay	UUI CO	
Hooper Bay	UUI CO	Tribal Office + City Office
Kasigluk	UUI CO	Bingo Hall + School
Kipnuk	Terra Facility	Tribal Office
Kongiganak	UUI CO	Washeteria + Tribal Office
Kwethluk	UUI CO	Teen & Elder Center
Kwigillingok	UUI CO	Tribal Office
Marshall	UUI CO	Tribal Office
Mekoryuk	UUI CO	City Office
Mountain Village	UUI CO	City Office
Napakiak	UUI CO	City Office
Napaskiak	UUI CO	Tribal Office
Newtok	UUI CO	Corporation
Nightmute	UUI CO	City Office
Nunam Iqua	UUI CO	Tribal Office
Nunapitchuk	UUI CO	City Office
Oscarville	UUI CO	None
Pilot Station	UUI CO	Tribal Office
Pitkas Point	UUI CO	Store
Platinum	UUI CO	
Quinhagak	UUI CO	NVK Tribal Office
Russian Mission	UUI CO	Tribal Office
Saint Marys	UUI CO	Community Bldg
Scammon Bay	UUI CO	Tribal Office
Togiak	UUI CO	None
Toksook Bay	UUI CO	Community Bldg
Tuluksak	UUI CO	
Tuntutuliak	UUI CO	Store
Tununak	UUI CO	Tribal Office
Twin Hills	UUI CO	Tribal Office or Up Hill (W)
Unalakleet	UUI CO	

Basic Internet Troubleshooting

DSL Modem – Required Lights



Power - Solid **Green**

DSL Solid **Green**

Internet Flashing **Green** – It flashes based on internet traffic

Supervision Cable Modem – Required Lights



Power – Solid **Green**

DS – Solid **Green (superfast)** or Solid **Amber (fast)**

US – Solid **Green (superfast)** or Solid **Amber (fast)**

Online – Solid **Green**

Link – Flashing **Green**

Basic Internet Troubleshooting

Can't Connect to the Internet?

If you are unable to connect to the internet, there are a few troubleshooting techniques you can try that may get you back up and working without a visit from a technician.

THE 1ST THING TO DO WHEN YOUR INTERNET GOES OUT IS TO TRY A SIMPLE REBOOT.

Quick Reboot Guide

- 1) Turn off your computer by selecting log off and then shut down or restart
- 2) If you have any routers or other transport devices connected to our equipment, unplug them
- 3) Unplug your modem or antenna
- 4) Wait at least 1 Minute
- 5) Plug your modem or antenna back in and wait for it to fully initialize- this will take about 2 minutes
- 6) Plug your router or other transport device back in and wait for it to fully initialize- this will take about 2 minutes
- 7) Turn your computer back on and try connecting again- make sure your Modem or Antenna is powered on as well as your Router or Other Transport Device

*Note: If the lights are not on correctly, ensure that all the cables are plugged in and connected tightly. While rebooting, the Power light will be **red** until the reboot is complete.*

If you still cannot connect to the internet after rebooting your devices, the modem may be bad and need to be replaced, but first you should try and IP Config to determine if you have an IP address, and then do a Ping Test to see if your internet connection is down or if your internet browser is not functioning properly.

Basic Internet Troubleshooting

If all lights are on and they still cannot connect to the internet, please try:

- (1) IP Config
- (2) Ping Test
- (3) Trace Route

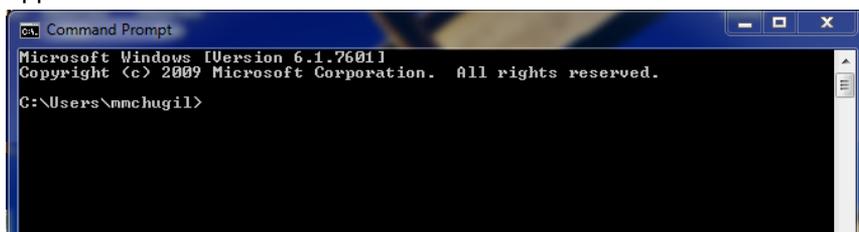
(1) **IP CONFIG**: Run an **IP Config** to determine if you have an IP address. An IP Config shows a summary version of IP information

To run an IP Config:



Click on the Start Icon

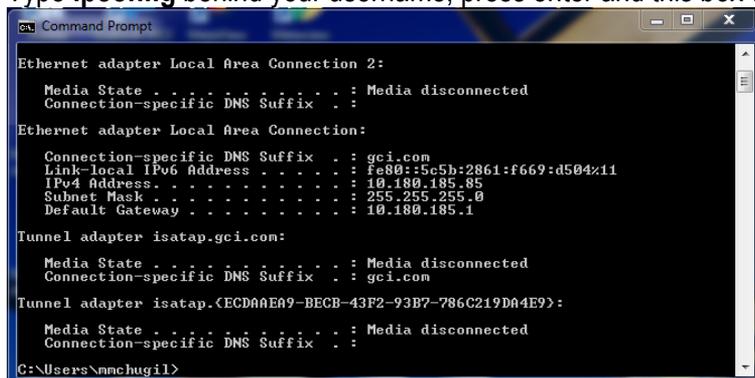
Type **Command Prompt** in the search box, press enter, and this box will appear



```
Command Prompt
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\nmchugil>
```

Type **ipconfig** behind your username, press enter and this box will appear:



```
Command Prompt

Ethernet adapter Local Area Connection 2:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix . . :

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix . . : gci.com
    Link-local IPv6 Address . . . . . : fe80::5c5b:2861:f669:d504%11
    IPv4 Address. . . . . : 10.180.185.85
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 10.180.185.1

Tunnel adapter isatap.gci.com:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix . . : gci.com

Tunnel adapter isatap.{ECDA0AE9-BECB-43F2-93B7-786C219DA4E9}:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix . . :

C:\Users\nmchugil>
```

Basic Internet Troubleshooting

If you have an IP Address, go to (2) Ping Test.

If you do not have an IP Address, how are you connected- direct connection or via a wireless router?

If connected to a wireless router, try direct connecting to your computer.

Ensure that all cables are tightly plugged in to the correct ports.

Reboot/power cycle equipment.

Redo the IP Config- do you have an IP address now? If not, contact UUI Customer Care.

Note: There are multiple adapters on computers, and you may have to scroll up in the box to see the IP information. Customers who are connected via a wire to their router or modem will show the info under Local Area Connection, customers connected to their router via WiFi should see the settings under Wireless Adapter.

(2) Ping a Gateway: See if you can ping a Gateway.

A Ping says “hello” to a particular device and records the time it took for the device to say “hello” back. A gateway joins two networks so the devices on one network can communicate with the devices on another network.

Without gateways you wouldn’t be able to access the internet and send data back and forth. A gateway can be implemented in software, hardware, or a combination of both. For homes or small businesses, a router is the gateway device. The router connects all the devices in the home or business to the internet. To Ping a gateway device, you must know the IP Address of that device.

To Ping a Gateway:



Click on the Start Icon

Click on Run (if you have a newer version of windows, type CMD in the search box and skip the next step).

Basic Internet Troubleshooting

In the pop up box type “cmd” (some older versions of windows require you to type “command”).

At the next prompt type “ping” then a space, then the Gateway IP Address.

```
C:\Users\khenson>ping 10.180.185.1

Pinging 10.180.185.1 with 32 bytes of data:
Reply from 10.180.185.1: bytes=32 time=8ms TTL=247
Reply from 10.180.185.1: bytes=32 time=8ms TTL=247
Reply from 10.180.185.1: bytes=32 time=7ms TTL=247
Reply from 10.180.185.1: bytes=32 time=7ms TTL=247

Ping statistics for 10.180.185.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 7ms, Maximum = 8ms, Average = 7ms
```

If the ping was successful, go to (2a) Ping 8.8.8.8

If the ping was not successful, how are you connected- direct connection or via a wireless router?

If connected to a wireless router, try direct connecting to your computer.

Ensure that all cables are tightly plugged in to the correct ports.

Reboot/power cycle equipment. Can you Ping a Gateway now? If not, contact UUI Customer Care.

Example of a successful ping message:

2 packets transmitted, 2 packets received, 0% loss

Examples of error messages for unsuccessful pings are:

100% packet loss, packets are rejected, or packets did not reach host

*Note: If you **can** successfully ping a website but when you try connecting to the internet your connection times out or you get a “page cannot be displayed” message, you have a problem with your internet browser. These problems can be caused by Virus/Spyware infections or corrupt program files in the internet browser program. Reinstalling or doing a repair install on your browser program (if possible) can fix the problem by removing the Virus/Spyware infections from your computer and keeping it safe in the future.*

Basic Internet Troubleshooting

If you **cannot** successfully ping a website, in general you are not getting a connection to the internet. If you have a router, hub, or other transport device, try bypassing it. Disconnect the transport device and plug your Ethernet cable directly into your computer from your modem. If you can connect to the internet after disconnecting the transport device, then most likely your transport device is not configured properly. If you do not have a transportation device, or if bypassing it did not work, please contact UUI Customer Care.

If your computer seems to be running slowly, taking a long time to connect to web pages, has random errors and kicks you out of programs you are using, or just doesn't seem to be running as smoothly as it used to, you could have a virus/spyware infection. It is very important to maintain the health of your computer in order to keep it running properly.

(2a) Ping 8.8.8.8: Can you ping 8.8.8.8

If YES go to (3) Trace Route

If NO go to (3) Trace Route

Pinging 8.8.8.8:



Click on the Start Icon

Click on Run (if you have a newer version of windows type CMD in the search box and skip the next step).

In the pop up box type "cmd" (some older versions of windows require you to type "command").

At the next prompt type "ping" then a space and then 8.8.8.8

```
C:\Users\khenson>ping 8.8.8.8

Pinging 8.8.8.8 with 32 bytes of data:
Reply from 8.8.8.8: bytes=32 time=65ms TTL=52
Reply from 8.8.8.8: bytes=32 time=65ms TTL=52
Reply from 8.8.8.8: bytes=32 time=65ms TTL=52
Reply from 8.8.8.8: bytes=32 time=63ms TTL=52

Ping statistics for 8.8.8.8:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 63ms, Maximum = 65ms, Average = 64ms
```

Basic Internet Troubleshooting

The prompt will show the results of the ping test:

- a) If the ping was successful, there will be a total of 4 signals sent. If there are 4 “Reply from” lines, then you have a good connection with the device you are connecting to.
- b) If one or more of the “Reply from” lines say, “Request timed out”, this means one or more of the signals did not get a reply- try pinging again. If you consistently see “Request timed out” on your list, you are not receiving a good signal from the device you are pinging.
- c) If you do not get any reply from lines and the prompt just says, “Request timed out”, this means that the device or URL you are trying to connect to is offline, and not able to send and receive signals.

If you can successfully ping a website but when you try connecting to the internet your connection times out or you get a “page cannot be displayed” message, you have a problem with your internet browser. These problems can be caused by Virus/Spyware infections or corrupt program files in the internet browser program. Reinstalling or doing a repair on your browser program (if possible) can fix the problem by removing the Virus/Spyware infections from your computer and keeping it safe in the future.

If you cannot successfully ping a website, in general you are not getting a connection to the internet. If you have a router, hub, or other transport device, try bypassing it. Disconnect the transport device and plug your Ethernet cable directly into your computer from your modem. Do an IPCONFIG again to make sure you are still getting an IP address after changing around the cables. If you can connect to the internet after disconnecting the transport device, then most likely your transport device is not configured properly. If you do not have a transportation device, or bypassing it did not work, contact UUI Customer Care.

Basic Internet Troubleshooting

(3) Traceroute: Can you Traceroute 8.8.8.8

A Traceroute records the amount of time it takes a ping to get to each router that is between the machine sending the ping and the ping's destination.

Running a Traceroute



Click on the Start Icon

Click on Run (if you have a newer version of windows type CMD in the search box and skip the next step).

In the pop up box type "cmd" (some older versions of windows require you to type "command").

At the next prompt type "tracert" then a space then 8.8.8.8

```
C:\Users\khenson>tracert 8.8.8.8

Tracing route to google-public-dns-a.google.com [8.8.8.8]
over a maximum of 30 hops:
  0  *  *  *  192.168.1.1
  1  *  *  *  Request timed out.
  2  *  *  *  Request timed out.
  3  *  *  *  Request timed out.
  4  *  *  *  Request timed out.
  5  *  *  *  Request timed out.
  6  *  *  *  Request timed out.
  7  *  *  *  Request timed out.
  8  *  *  *  Request timed out.
  9  *  *  *  Request timed out.
 10 *  *  *  Request timed out.
 11 68 ms 74 ms 61 ms google.nvax.net [198.32.195.34]
 12 140 ms 78 ms 61 ms 108.170.245.97
 13 79 ms 79 ms 73 ms 108.170.233.123
 14 62 ms 78 ms 71 ms google-public-dns-a.google.com [8.8.8.8]

Trace complete.
```

If the Traceroute is successful, you have internet. Open a browser and pull up some sites. If the Traceroute is unsuccessful, please contact UUI Customer Care (let us know what hop it stopped on and the last IP you received a response from).

Computer Running Slowly?

If your computer is running slowly, run a speed test using **speedtest.gci.com**. A speed test tells you how fast you are getting through the UUI/GCI network. Keep in mind that our speeds are sold as “up to” speeds. If you are getting through the GCI network with good speeds, this confirms that we are providing good speeds, and the slowdown could be happening outside of our network, or you could have a virus on their computer.

If you are not getting good speeds through the GCI network, run a traceroute, and contact UUI Customer Care so we can determine where the slowdown is happening.

Note: Your plan speed is the maximum speed expected to be achievable for that plan. Several factors will affect the actual speed you experience. These factors include but are not limited to: the capability of the device you're using to access the Internet; the application and/or server/web site you are accessing; limitations of Wi-Fi and other equipment you may be using; other active users and/or devices on your home network at the same time; routers on the public Internet being over-loaded by high demand – particularly during peak hours of the day.

Due to the fact that UUI's broadband speeds meet the capability of many home networks and devices, running speed tests from a single device is no longer an effective measure of service quality. If you feel there may be issues impairing your service, please contact UUI Customer Care as they have the tools to identify any issues that may exist.

Wireless Networks

When you set up a wireless network in your home or business it is important to secure the connection. A Secured Network allows only authorized people to use your internet connection and access information on your network. An Unsecured Network allows anyone near your home who has a wireless device to be able to use your internet connection to connect to the internet as well as access information on your network.