2/25/2016

Charter Outage Procedure

If you have an internet outage, first check your modem. Look at the lights on the modem, to see what color are they if they are blinking. Turn off the modem, wait a minute and then turn it back on. Are the lights on the modem the same as before? If so, unplug the power cord from the modem, wait a minute and plug it back in. Again, check the lights on the modem.

Check to see if the internet is back up.

If the internet is not back up, during regular business hours call the MCLS office. MCLS will contact Charter to work on the problem.

If MCLS office is not open, then call Charter tech support, 800-314-7195.

Below is the authorized contact and account number for the libraries:

Brillion: Chris Moede 8245110500027920 920-756-3215

Chilton: Rebbecca Berry/Glenny Whitcomb 8245110420043296 920-849-4414

Kiel: Julia Davis 8245110450037895 920-894-7122

New Holstein: D Hankins/Jim Keuler 8245110460034270 920-898-5165

If this does not resolve the internet outage you are experiencing, please contact MCLS staff in the order listed below:

Primary Contact: Margie Verhelst, ILS/IT Specialist

Phone (work): 920-686-3053

Email: [mverhelst@mcls.lib.wi.us](mailto:mverhelst@mcls.lib.wi.us)

Cell: 920-889-4104

Phone (home): 920-458-5279

Second Contact: Becky Petersen, Director

Phone (work): 920-686-3051

Email: [rpetersen@mcls.lib.wi.us](mailto:rpetersen@mcls.lib.wi.us)

Cell: 920-242-4596

Third Contact: Connie Griseto, Administrative Assistant and Interlibrary Loan Associate

Phone (work): 920-686-3052

Email: [cgriseto@mcls.lib.wi.us](mailto:cgriseto@mcls.lib.wi.us)

Phone (home): 920-793-8303

Cell: 920-901-2118