2/25/2016

Comcast 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 Comcast to work on the problem.

If MCLS office is not open, then call Comcast tech support, 800-391-3000, Acct # 8772 10 681 0422851.

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

 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

 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

 Phone (home): 920-793-8303

 Cell: 920-901-2118