

PREFERRED BUNDLED PLAN ACTIVITIES

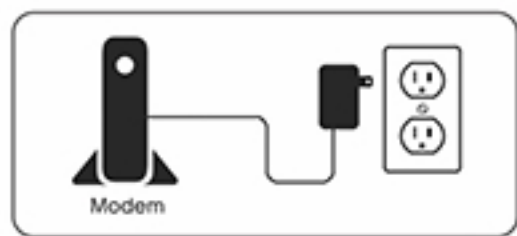
List of preferred activities per Subscription Plan and Bandwidth Speed:

Speed	Activities	No. of users:
Up to 1 Mbps (w/ Cable)	Browsing, Email, Chatting, Social Networking, Photo Sharing, Mobile gaming, Video Streaming	4
Up to 1.5 Mbps (w/ Cable)	Browsing, Email, Chatting, Social Networking, Photo Sharing, Mobile gaming, Video Streaming, Music Downloading	6
Up to 2 Mbps (w/ Cable)	Browsing, Email, Chatting, Social Networking, Photo Sharing, Gaming, Video Streaming, Music Downloading	8
Up to 3 Mbps (w/ Cable)	Browsing, Email, Chatting, Social Networking, Photo Sharing, Gaming, Video Streaming, Music / Video Downloading	10

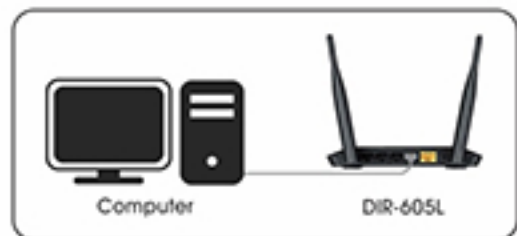
The minimum speed of Cablelink's Broadband Internet is 60% of subscribed package with 80% reliability.

HOW TO INSTALL A ROUTER

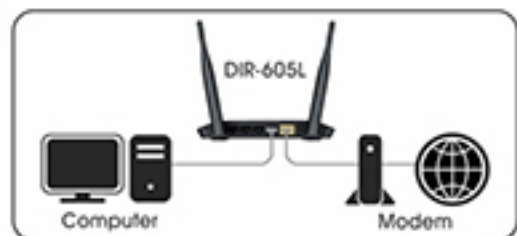
STEP 1: Unplug the Cable Internet Modem from the power source.



STEP 2: Connect the Ethernet cable from your computer to any LAN port of your router.



STEP 3: Connect your Cable modem to the WAN Internet port of your router and power on both devices.

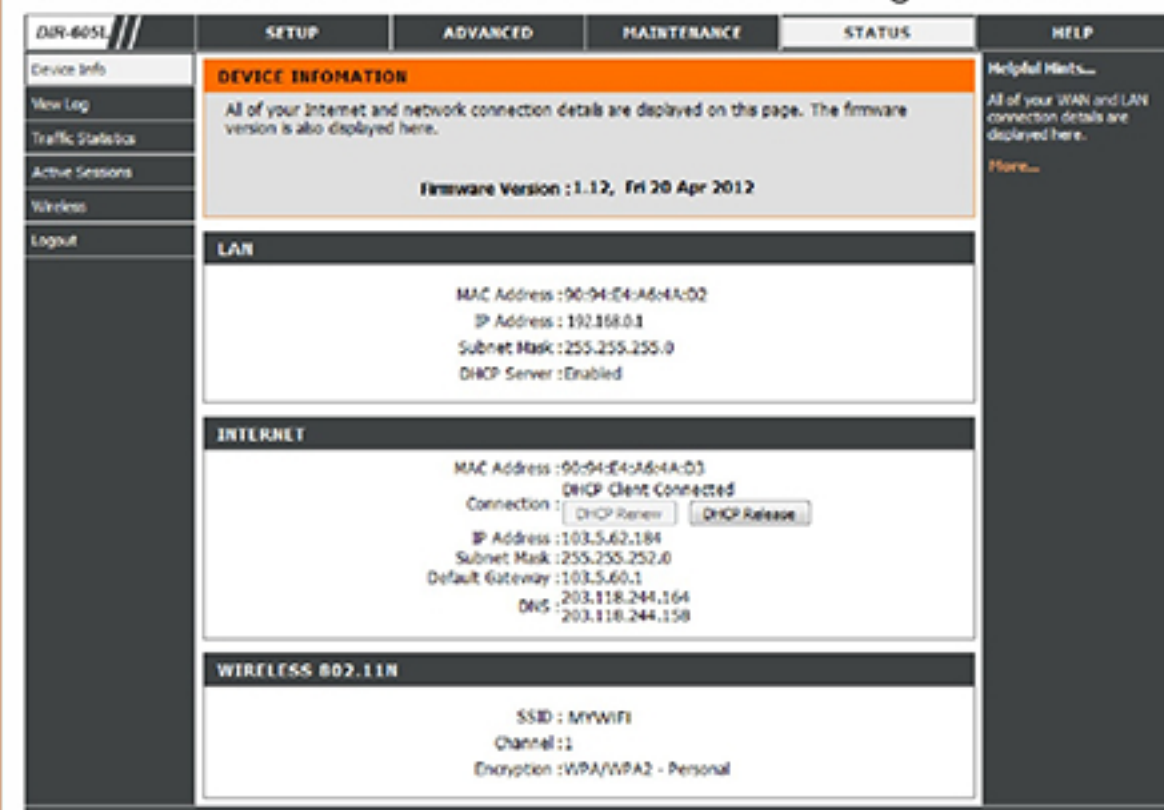


HOW TO SET-UP A ROUTER

STEP 1: Access the router by opening a web browser then input the IP Address of the router (ex. 192.168.0.1).

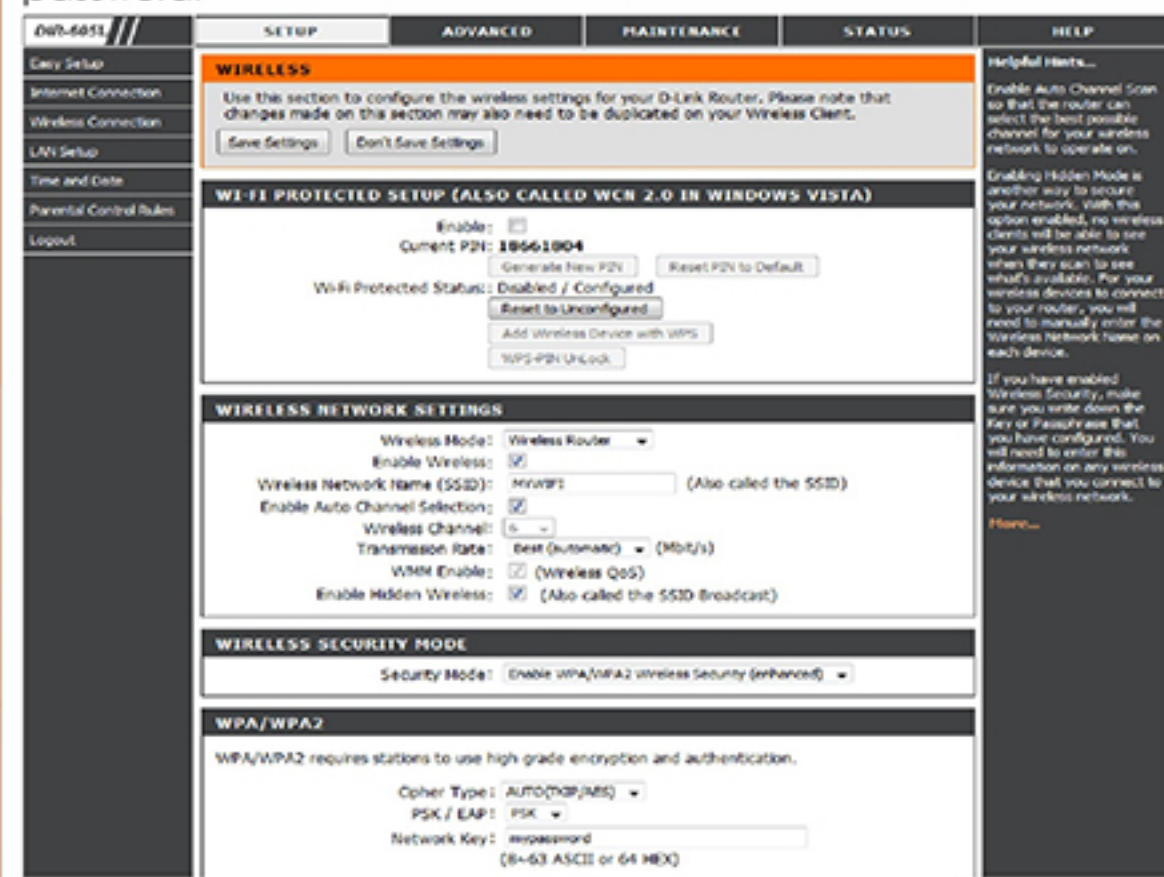
Note: If you don't know the IP address of your router, kindly check your router's manual.

STEP 2: Check if the router received an IP address from the cable modem. Check if the router has an existing IP Address.



Note: Some of the common router displays the IP Address of the cable modem in the STATUS TAB of the router.

STEP 3: Now we can set up a wireless network on the router to connect a wireless device on the Internet. Go to the set-up menu of the router's console and click wireless tab in the submenu. Fill-out your desired network name or SSID and password.



Note: For security reasons we should enable the Wireless Security of the router. Some of the required modes are WPA/WPA 2 and WEP.

HOW TO CHECK YOUR INTERNET BANDWIDTH

STEP 1: Open a web browser and type cablelink.speedtest.net on the address bar then click "BEGIN TEST - Your preferred server".

STEP 2: Check if the router received an IP address from the cable modem. Check if the router has an existing IP Address.



WHAT ARE THE MINIMUM REQUIREMENTS OF A ROUTER

There are different types of wireless routers. Routers have different frequencies like Wireless-A and -G, both have a maximum raw data rate of 54 Mbps/s, but operate on different frequency bands; Wireless-N on the other hand has a maximum raw data rate of 300 Mbps/s and Wireless-AC has a maximum raw data rate up to 1300Mbps/s.

TYPE	BANDWIDTH	RELIABILITY
802.11G	54 MBPS	SLOW
802.11N	300 - 450 MBPS	NORMAL
802.11AC	1300 MBPS	FAST

*Recommended type of Wireless Router is 802.11n & 802.11ac

HOW TO TROUBLESHOOT A "NO INTERNET CONNECTION"

STEP 1: Make sure that all wires and cables are properly connected and the cable modem LED light indicators are stable



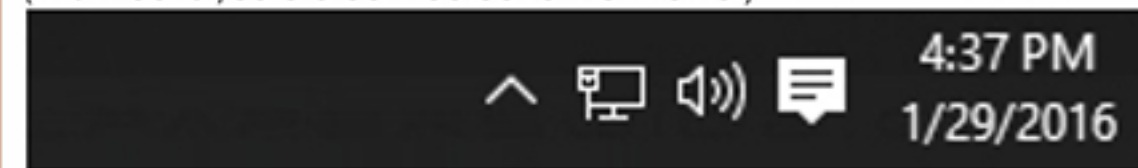
WI-FI MODEM CONNECTION



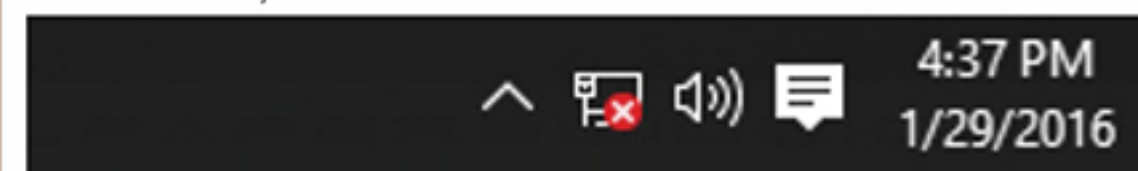
Note: Please see your router's manual on how to connect your device to the router.

STEP 2: Check your Network Connection:

(This means you are connected to the internet)



(This means you are not connected to the internet and you need to troubleshoot)



STEP 3: If the above steps didn't solve the problem, performing a Sequential Booting might solve the problem.

HOW TO TROUBLESHOOT A "SLOW INTERNET CONNECTION"

STEP 1: Check if you are consuming your bandwidth plan by conducting a speed test. Go to iblaze.speedtest.net and perform a Bandwidth test.

STEP 2: Check if the number of connected device are all using the internet.

Note: For accurate speed test result, please refrain from using other applications that utilizes your internet connection such as: file sharing (P2P), file download, browsing, software updates and the like.

STEP 3: If the above steps didn't get 60 percent of your subscribed speed test, please perform a "Sequential Booting".

STEP 4: After the Sequential Boot process is done, conduct again a bandwidth test. In all cases, if the testing didn't validate your actual subscription plan. Kindly contact our Customer Service for further assistance.

SEQUENTIAL BOOTING

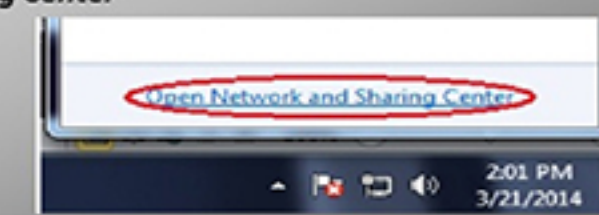
Performing a Sequential Booting by restarting first the modem then router, if present and finally the user device (e.g. Laptop/Desktop/Tablet/Smartphone).

COMPUTER TROUBLESHOOTING GUIDELINES

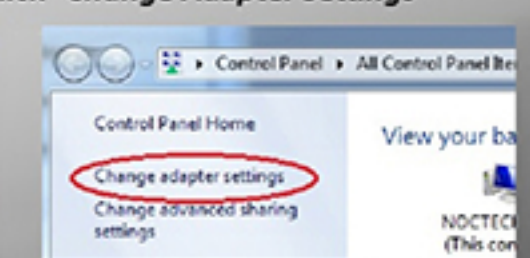
How to troubleshoot?

This guidelines will assist you on how to troubleshoot your internet connection problem. We will then identify if you have a property configured the network connection.

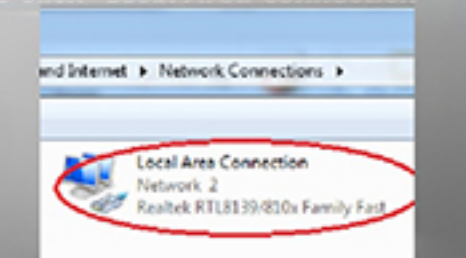
Step 1: Click on the Network Icon Click "Open Network and Sharing Center"



Step 2: Click "Change Adapter Settings"



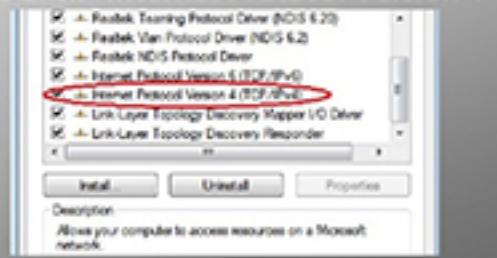
Step 3: Double Click "Local Area Connection"



Step 4: Click "Properties"



Step 5: Double Click "Internet Protocol Version 4"



Step 6: Click "Obtain an IP Address Automatically".



For further assistance and technical concerns please call our Customer Service hotline at 988-5465.