



my**INTERNET**
User Guide

See How Your Service Levels Compares

Service Level	Download Speed (up to)	Upload Speed (up to)	Usage Allowance	Email Address	Email Storage
Lite	512 kbps	128 kbps	unlimited	6	unlimited
High	3 Mbps	256 kbps	unlimited	6	unlimited
Ultra	5 Mbps	640 kbps	unlimited	6	unlimited

Where can I find help for questions about my internet service?

There are several help services available to you 24/7 if you run into problems connecting to the Internet, sending or receiving email, or using any of the premium features that come with your **myINTERNET** service.

To receive help at anytime, you can refer to this guide, call tech support at 1-866-887-6434 visit or visit www.cablecable.net/helpandsupport.

www.cablecable.net/helpandsupport

Your one stop for support for all your Cable Cable services. This site contains a wealth of information on everything about services provided by Cable Cable, including

troubleshooting, the latest User guides, and new product and services announcements.

Set Up Your Email Address

With Cable Cable Inc. it's easy to set up your email account and access it from any internet connection, anytime, anywhere. You can also set up your i-zoom email to run through most email programs, such as Microsoft Outlook.

Here's how to set up your email address in just a few simple steps

1. Go to www.cablecable.net
2. Enter your Registration Key and Registration Number.
3. Choose a username and password. This is what will appear before <@izoom.net> in your primary email address.

Here's how to access your email from our webmail site

1. Visit www.cablecable.net
2. Login, using your username and password.
3. Click on the Mail tab to view your Inbox and new messages.

Here's how to set up your email through Outlook Express

1. Before you begin be sure you have your i-zoom account information: email@i-zoom.net, incoming pop server address and outgoing smtp server address.
TIP Use the last page of this guide to record your settings and email information.
2. Launch Outlook Express and select Tools from the top menu
3. A pop up window will appear and show any existing email accounts that have been created in Outlook Express.
4. Select New from this pop up window.
5. In the next screen select the Microsoft Exchange, POP3, IMAP, or HTTP option.
6. Select Next to proceed to the next screen and fill in the required fields.
7. Continue this process until you are finished.

Trouble Shooting

To use the Troubleshooting Checklists, simply pick the situation that most closely resembles the problem you are encountering. Of course, there are many different situations you may run into. Due to the nature and variety of hardware and software, we cannot cover every potential situation. However, if your problem is not related to your connection, you can visit www.cable-cable.net/helpandsupport.

Restore your Internet Connection

Step 1: Restart your computer

Step 2: Restart your modem

Step 3: Check your network adapter and settings as directed

Option A – For Windows® XP (wired connection)

Option B – For Windows® XP (wireless connection)

Option C – For Windows® Vista (wired connection)

Option D – For Windows® Vista (wireless connection)

Step 1: Restart your computer

- A.** Restart your computer system. (Ensure that you have removed all discs from the drives.)
- B.** Ensure that your system is powered on with your operating system (Windows) running.
- C.** Ensure that all programs and applications are closed.
- D.** Launch your Web browser (such as Microsoft Internet Explorer).

Did your browser load your homepage?

No... Please proceed to Step 2.

Yes... Enjoy your Internet service.

Step 2: Restart your modem

- A.** Unplug your modem's power cord from the power outlet.
- B.** If applicable, unplug your router's power cord.
- C.** Wait 10 seconds and plug your modem back in.
- D.** Wait for the lights on your modem to become solid green
- E.** If applicable, plug in your router's power cord and wait for it to connect with you modem.

Is your modem working correctly?

No... Please refer to Loss of Internet Connection - Causes and Modem Troubleshooting

Yes... Proceed to Step 3.

Step 3: Check your network adapter and settings as directed

- A.** For Windows 2000, contact tech support at 1-866-887-6434
- B.** For Windows® XP refer to the following pages.
- C.** For Windows® Vista refer to the following pages.

If this did not work contact our tech support 1-866-887-6434

Step 3 Option A – For WINDOWS® XP WIRE

1. Ensure that one end of the network cable is firmly connected to the back of the modem and the other end of the network cable is firmly connected to your network adapter.

- If you are using a USB modem, ensure that one end of the USB cable is firmly connected to the back of the modem and the other end of the USB cable is firmly connected to the USB jack on the back of your computer.

NOTE: Ensure that you are logged in as Administrator before following these steps

2. From your desktop, click **START**, select **My Network Places** and click **View Network Connections**. The Network Connections window appears.

3. From the Network Connections window, **right-click the Local Area Network Connection** for your Rogers connection and select **Properties**. The Local Area Connection Properties window opens.

4. From the Local Area Connections Properties window:

A. Ensure that the File and Printer Sharing for Microsoft Networks is **DISABLED***

B. Select the **Internet Protocol TCP/IP** item

C. Click the **Properties** button. The Internet Protocol TCP/IP Properties dialog box appears.

* If you are running a home network with a firewall, you do not need to complete this step

NOTE: Ensure that the Client for Microsoft Networks and Internet Protocol TCP/IP items appear in the dialog box. If either one is missing, click the **Install** button and manually install these items.

5. From the Internet Protocol TCP/IP Properties dialog box:

A. Ensure that **Obtain an IP address** automatically is checked

B. Ensure that **Obtain DNS** server address automatically is checked.

C. Click the **Advanced** button. The Advanced TCP/IP Settings dialog box appears.

6. From the Advanced TCP/IP Settings dialog box:

A. Click the **WINS** tab

B. Ensure that **Disable NetBIOS over TCP/IP** is checked.

C. Click **OK** to close the Advanced TCP/IP Settings dialog box. The Internet Protocol TCP/IP Properties dialog box reappears

P7. From the Internet Protocol TCP/IP Properties dialog box, click **OK** to close this dialog box. The Local Area Connections Properties window reappears. Click **OK** to close this window.

8. If you are **prompted to restart your computer**, click **Yes** to restart. **If your computer does not prompt you to restart, please restart your computers manually.**

9. Once your computer has restarted, attempt to launch your browser again. If no Web page appears, please continue below or click RUN and type ``CMD``.

10. Click the **Start** button, select **All Programs**, select **Accessories** and click **Command Prompt**. The Command Prompt window appears.

11. From the Command Prompt window:

A. Input the following text exactly as it appears here:

ipconfig/release then press **Enter** on your keyboard. Your current network settings will be released.

B. Input the following text exactly as it appears here:

ipconfig/renew then press **Enter** on your keyboard. Your computer will be supplied with fresh network settings.

C. To close the Command Prompt window, **type exit** and **hit the Enter key**.

• If no network settings reappear, repeat this process four or five times until network settings appear within the dialog box. Once you receive new network settings, your connection to Cable Cable Internet services has been restored. Close the Command Prompt window.

• If after a series of four or five 'release', 'renew', attempts, no network settings appear, there may be a problem with the DHCP server. Please be patient as we are working to promptly restore the server

• If network settings appeared, attempt to launch your browser again as described

• If no Web page appears, the problem may lie within your browser's settings. Please see contact tech support at 1-866-887-6434

Step 3 Option B – FOR WINDOWS® XP WIRELESS

1. Click **Start > Control Panel**.
2. Double-click **Network Connections** to view your network connections.
3. Locate your Wireless Network Connection icon:
 - If you **DO NOT** see this network icon, please ensure that your wireless adapter is connected to your PC and the drivers are installed correctly and go back to step 1.
 - If it says **Not Connected**, Double-click on it and select the Wireless Network you want to connect to and click **Connect** (provide the Security information if prompted).
 - If it says **Disabled**, **Right-click on it and select Enable** from the context menu.
4. **Right-click on the Wireless Network Connection and select Properties** from the context menu. The Wireless Network Connection Properties window appears.
5. Click on the **Wireless Networks** tab.
6. Under Preferred Networks, click on the name of the Network you want to connect to and click **Properties**.
7. Ensure the Network Name (SSID) matches the name of your Network (wireless router).
8. If connecting to a secured network, ensure Network Authentication is set to Open and Data encryption is set to WEP.
9. Enter the correct Network key in the boxes provided, as per your wireless router settings.
10. Select the appropriate Key Index for your network (usually set to 1).
11. Click **OK** to close the Properties window for your selected Network.
12. On the Wireless Connection Properties window, click on the **General** tab.
13. Ensure the following items appear in the window and are checked. **If any of these items don't appear, click the Install button and install them:**
 - Client for Microsoft Networks
 - File and Printer Sharing for Microsoft Networks
 - QoS Packet Scheduler
 - Internet Protocol Version 4 (TCP/IPv4)
14. Click on **OK**.
15. If you are **prompted to restart your computer, click Yes to restart. If your computer does not prompt you to restart, please restart your computer manually.**
16. Once your computer has restarted, attempt to launch your browser again. If no Web page appears, please continue below.
17. Click the **Start** button, select **All Programs**, select **Accessories** and click **Command Prompt**. The Command Prompt window appears.
18. From the Command Prompt window:
 - A. Input the following text exactly as it appears here: **ipconfig/release** then press **Enter** on your keyboard. Your current network settings will be released.
 - B. Input the following text exactly as it appears here: **ipconfig/renew** then press **Enter** on your keyboard. Your computer will be supplied with fresh network settings.
 - C. To close the Command Prompt window, **type exit and hit the Enter key.**
 - If no network settings reappear, repeat this process four or five times until network settings appear within the dialog box. Once you receive new network settings, your connection to Cable Internet services has been restored. Close the Command Prompt window.
 - If after a series of four or five 'release', 'renew', attempts, no network settings appear, there may be a problem with the DHCP server. Please be patient as we are working to promptly restore the server.
 - If network settings appeared, attempt to launch your browser again as described.
 - If no Web page appears, the problem may lie within your browser settings. Please see contact tech support at 1-866-887-6434

Step 3 Option C – FOR WINDOWS® VISTA WIRED

1. Ensure that one end of the network cable is firmly connected to the back of the modem and the other end of the network cable is firmly connected to your network adapter.
 - If you are using a USB modem, ensure that one end of the USB connector cable is firmly connected to the back of the modem and the other end of the USB cable is firmly connected to the USB jack on the back of your computer.

NOTE: Ensure that you are logged in as Administrator before following these steps
2. From your desktop, click **Start**, select **Control Panel** and click **View network status and tasks**. The Network and Sharing Centre window appears
3. From the Network and Sharing Centre window, click the **View Status** link for your Cable Cable connection and select **Properties** (click Continue if prompted). The Local Area Connection Properties window appears.
4. From the Local Area Connection Properties window:
 - A. Ensure that the File and Printer Sharing for Microsoft Networks is DISABLED.*
 - B. Select the **Internet Protocol Version 4 (TCP/IPv4)** item.
 - C. Click the **Properties** button. The Internet Protocol Version 4 (TCP/IPv4) Properties dialog box appears. If you are running a home network with a firewall you do not need to complete this step.

NOTE: If Client for Microsoft Networks and/ or Internet Protocol Version 4 (TCP/ IPv4) does not appear, click the **Install** button and manually install these items.
5. From the Internet Protocol Version 4 (TCP/IPv4) Properties dialog box:
 - A. Ensure that **Obtain an IP address** automatically is checked.
 - B. Ensure that **Obtain DNS server** address automatically is checked.
 - C. Click the **Advanced** button. The Advanced TCP/IP Settings dialog box appears.
6. From the Advanced TCP/IP Settings dialog box:
 - A. Click the **WINS** tab.
 - B. Ensure that Default is checked under NetBIOS Setting.
 - C. Click **OK** to close the Advanced TCP/ IP Settings dialog box. The Internet Protocol Version 4 (TCP/IPv4) Properties dialog box reappears.
7. From the Internet Protocol Version 4 (TCP/IPv4) Properties dialog box, click **OK** to close this dialog box. The Local Area Connection Properties window reappears. Click **Close** to close this window. The Local Area Connection Status window appears. Click **Close** again to close this window.
8. If you are **prompted to restart your computer, click Yes to restart. If your computer does not prompt you to restart, please restart your computer manually.**
9. Once your computer has restarted, attempt to launch your browser again. If no Web page appears, please continue below.
10. Click the **Start** icon, select **All Programs**, select **Accessories**, right-click **Command Prompt** and select **Run as Administrator** (click Continue if prompted). The Command Prompt window appears or click RUN and type ``CMD`` then press enter.
11. From the Command Prompt window:
 - A. Input the following text exactly as it appears here:
ipconfig/release then press **Enter** on your keyboard.
Your current network settings will be released.
 - B. Input the following text exactly as it appears here:
ipconfig/renew then press **Enter** on your keyboard.
Your computer will be supplied with fresh network settings.
 - C. To close the Command Prompt window, **type exit and hit the Enter key.**
 - If no network settings reappear, repeat this process four or five times until network settings appear within the dialog box. Once you receive new network settings, your connection to Cable Cable Internet services has been restored. Close the Command Prompt window.
 - If after a series of four or five 'release', 'renew', attempts, no network settings appear, there may be a problem with the DHCP server. Please be patient as we are working to promptly restore the server
 - If network settings appeared, attempt to launch your browser again as described
 - If no Web page appears, the problem may lie within your browser settings. Please see contact tech support at 1-866-887-6434

Step 3 Option D – FOR WINDOWS® VISTA WIRELESS

Before following the steps below, ensure that you see a wireless icon in your system tray on the bottom right of your screen. If there is no wireless icon, the issue may lie with your wireless network adapter not functioning properly. Please refer to the manufacturer's installation guide for further information.

NOTE: Ensure that you are logged in as Administrator before following these steps.

1. Click the **Start** icon, then click **Network** to view all network devices. The Network window appears.
2. Click **Network and Sharing Centre** on the top to open up the window with all your connections.
3. Locate your Wireless Network Connection and click **View Status** corresponding to this connection. The Wireless Network Connection Status window opens.
4. Click on **Enable**. If there is no enable option, the connection is already enabled.
5. Click on **Diagnose** – the Windows Network Diagnostics window appears and attempts to restore your connection.
6. When the repair is complete, open Internet Explorer and try to visit some websites. If you connect, that's great! You're all finished! If not, proceed to step 7.
7. Click Wireless Properties on the already open Wireless Network Connection Status window. The Wireless Network Properties window appears.
8. Under the Connection tab, ensure that the SSID name matched with that of your router's setting, Network Type is Access point and other appropriate selections are made as per your requirement
9. Click the **Security** tab.
10. For Security type, select **No authentication (Open)**.
11. For Encryption type, select **WEP**.
12. In the Network security key box, enter the network key you wrote down when you checked your router settings.
13. Select the appropriate Key Index as per your requirements (usually set to 1).
14. Click **OK**, to return back to Wireless Network Connection Status window.
15. Click **Properties** (If windows asks for your permission, click on continue), the Wireless Network Connection Properties window appears
16. Ensure the following items appear in the window and are checked. **If any of these items don't appear, click the Install button and install them:**
 - Client for Microsoft Networks
 - File and Printer Sharing for Microsoft Networks
 - QoS Packet Scheduler
 - Internet Protocol Version 4 (TCP/IPv4)
17. Click **OK**. The Wireless Network Connection Status window reappears.
18. Click **Close**.
19. If you are **prompted to restart your computer, click Yes to restart. If your computer does not prompt you to restart, please restart your computer manually.**
20. Once your computer has restarted, attempt to launch your browser again. If no Web page appears, please continue below.
21. Click the **Start** icon, select **All Programs**, select **Accessories**, right-click **Command Prompt** and select **Run as Administrator** (click Continue if prompted). The Command Prompt window appears.
22. From the Command Prompt window:
 - A. Input the following text exactly as it appears here:
ipconfig/release then press **Enter** on your keyboard. Your current network settings will be released.
 - B. Input the following text exactly as it appears here:
ipconfig/renew then press **Enter** on your keyboard. Your computer will be supplied with fresh network settings.
 - C. To close the Command Prompt window, **type exit and hit the Enter key.**
 - If no network settings reappear, repeat this process four or five times until network settings appear within the dialog box. Once you receive new network settings, your connection to Cable Cable Internet services has been restored. Close the Command Prompt window.
 - If after a series of four or five 'release', 'renew', attempts, no network settings appear, there may be a problem with the DHCP server. Please be patient as we are working to promptly restore the server
 - If network settings appeared, attempt to launch your browser again as described
 - If no Web page appears, the problem may lie within your browser's settings. Please see contact tech support at 1-866-887-6434

Loss Of Internet Connection - Causes

If you lose your Internet Connection ensure that you have not changed any of the cabling going to your cable modem. Cable modems are very sensitive to noise or interference and signal loss. Many factors can contribute to noise that could cause your modem to lose its connection to the Cable Cable internet network.

- If a Cable Cable cable technician installed your service, they were careful to reduce all forms of noise and signal loss when your cable modem was first installed
- If you installed the cable modem yourself, please refer to your modem documentation to ensure that you have connected it correctly.

Internet connection problems beyond your control

Power Outage A power outage anywhere within your neighbourhood could cause your modem to lose its connection.

Cable Outage If there is a temporary cable outage in your area (there is no signal coming into your television set), your cable modem may lose its connection.

TIP *If you have trouble connecting to the Internet, try this unplug your modem's power cord, reconnect it, then restart your computer.*

Loss of Internet - More Causes

CAUSE OF PROBLEM	DESCRIPTION
added a two-way splitter	<p>If you have added a two-way splitter to the cable leading into your modem (in order to hook up your television to the same cable), you may have introduced noise or loss of signal to the modem. Please remove the splitter and reset your modem.</p> <p>If your cable modem comes back online, the quality of your splitter is not sufficient. Use the Cable Cable Internet service. Ask for the highest-quality coaxial cable splitter at an electronics store.</p> <hr/>
moved your cable modem	<p>Please be aware that moving a modem is not as simple as moving a television set. The cable technician dedicated a specific outlet for the modem. Moving the modem will take it off the dedicated outlet and potentially introduce unacceptable signal loss to the modem. Please return the modem to its original location and reset your modem.</p> <hr/>
changed or extended original cable	<p>If you have changed or extended the original cable leading into your cable modem, you may have introduced noise or signal loss. The coaxial cable you used to extend your cable may be the wrong type or may not be as high-quality as those installed by a cable technician. Please remove the changed or extended cable and replace it with the original coaxial cable. Then reset your modem.</p> <p>If your modem comes back online, the quality of your new cabling and/or extender is not sufficient. Use the Cable Cable Internet service. Ask for the highest-quality coaxial cable/extender at an electronics store.</p> <hr/>
added an amplifier	<p>If you have installed an amplifier in order to boost your cable signal, you may have introduced noise to your modem.</p> <p>We recommend against using your own amplifier, as it can create a significant amount of noise, causing your modem to lose its connection to your Cable Cable Internet Service. Please remove the amplifier and reset your modem.</p>

Modem Troubleshooting

How to troubleshoot your modem if it isn't connecting to the Internet.

Problem 1: No illuminated lights on modem

If no lights are illuminated, ensure that the power cable is securely connected to the modem and to an electrical outlet.

Problem 2: Online indicator light is not solid and green

If the online indicator light for your modem is off or is flashing, your modem is not correctly connected to the Cable network.

NOTE: The online indicator light is typically called the Cable, Online, or Bloc Sync light, depending on your modem.

To reconnect your modem:

A. Ensure that the coaxial cable (TV cable) is securely connected to your cable modem and to the outlet in your wall.

B. If the online indicator light is still not solid and green, disconnect the power cable from the power outlet.

DO NOT UNPLUG the power cable from the back of the modem, as this may damage the modem!

C. Wait 30 seconds and plug the power supply back in. The lights on the front of the modem will begin to flash until the modem is functioning correctly.

NOTE: It may take up to 10 minutes before the modem goes online, so please be patient. If the online indicator light does not become solid and green after 10 minutes, please refer to *Loss of Internet Connection - Causes*

Problem 3: Link/computer light is not solid

This light indicates whether your computer is correctly connected to the modem. If this light is not solid (it is off or is flashing), here's how to fix it:

A. If you have connected the modem to your computer through a USB cable, ensure that the USB cable is securely connected to both the jack on the back of the modem and the jack on the back of your computer.

B. If you have connected the modem to your computer through a network card or network port on your computer, ensure that the network adapter connector cable is securely connected to the network port at the back of your computer AND to the Ethernet port at the back of the modem.

NOTE: Never use both a USB cable and a network adapter connector cable to connect your computer to the modem. Choose one cable!

Questions About Your Account

I've forgotten the password for my email account. How can I retrieve it?

You can easily retrieve or reset your forgotten password by visiting www.cablecable.net. On the login page, click the *Forgot Password* link. You will be presented with a few options to retrieve or reset your password. You may have to answer a security question that you provided when you installed the service

What is included in my level of Cable Cable Internet service?

Each Cable Cable level of Internet service provides you with different speeds. To compare your service level with others available levels check out "*See How Your Service Level Compares*" on page 0

How do I change my level of Cable Cable Internet service?

As your Internet needs change, it's easy to change your level of Internet service. In most cases, it won't even require a technician to visit! Call 1-866-887-6434 or visit www.cablecable.net

How can I manage my i-zoom Internet account online?

Through the *My Account* tab at www.cablecable.net, you'll be able to take control of your service by adding new usernames/email accounts, changing passwords, and activating and managing Parental Controls.

How can I manage my other myHOME services online?

Through the **myACCOUNT** area available through cablecable.net, you'll be able to access powerful account management tools for your Cable Cable services.

How do I add new email accounts or delete existing email accounts?

You can quickly create additional email accounts/Usernames through the **myACCOUNT** area, available at cablecable.net. See page 00 for details.

How do I change my password?

You can use the **myACCOUNT** area at cablecable.net to change your email account password.

What is my monthly Internet usage allowance?

Unlike many other Internet service providers, we allow unlimited internet usage at all internet service levels.

Connection-Related Questions

I can't connect to the Internet. How do I fix this

If you can't connect to the Internet, try these steps

1. Unplug your modem's power cord from the power outlet.
2. If applicable, unplug your router's power cord.
3. Wait 10 seconds and plug your modem back in.
4. Wait for the lights on your modem to become solid green
5. If applicable, plug in your router and wait for it to connect with your modem.
6. Restart your computer and open your Internet browser.

Can I connect more than one computer to my modem?

Yes. There are a number of ways to connect additional computers to your Internet connection. Visit www.cablecable.net/helpandsupport to learn how or call 1-866-887-6434 speak to an Advisor about Wireless Home Networking.

Can I connect my gaming console (Xbox360, PlayStation3,Wii) to my Cable Cable Internet service?

Yes. For more information visit www

How can I optimize my computer to improve my Internet speeds?

There are a number of ways to improve your computer's performance, which will, in turn, improve your Internet speed such as....

Why does my computer keep trying to dial up to access the Internet?

Your dial-up Internet connection may still be set as the default. You will need to set your Cable Cable Hi-Speed Internet connection as your default or your computer will attempt to dial out each time a program attempts to access the Internet.

To set your Cable Cable Internet connection as default:

Windows XP

1. Click Start -> Settings -> Network Connections. The Network Connections window appears.
2. If there are any entries that appear under the Broadband or Dial-up titles, perform the following for the entry with the black checkmark on its icon:
 - a. Right-click on the entry. A pop-up window appears.
 - b. In the pop-up window, select "Cancel as Default Connection".

Windows Vista

1. Click Start -> Network -> Network & Sharing Center.
2. In the left task list, click Manage Network Connections.
3. If there are any entries that appear under the Broadband or Dial-up titles, perform the following for the entry with the green checkmark on its icon:
 - a. Right-click on the entry. A pop-up window appears.
 - b. In the pop-up window, select "Cancel as Default Connection".

Email-Related Questions

I can't send or receive email. How can I fix this

To learn how to solve email problems,

How do I set up myINTERNET email?

See page 00 to learn how.

How can I access my email when I'm away from home?

Through www.cablecable.net you can access your email account from any internet connection. From the homepage enter your email and password in the in the sign in box. It's that easy.

How do I set Microsoft Outlook Express (or any other installed email program) as my default email program?

1. Right click the Internet Explorer icon on your desktop and click Properties. The Internet Properties window appears.
2. From the Internet Properties window:
 - A. Click the Programs tab at the top of the window.
 - B. In the Email drop-down menu select your preferred email program.
 - C. Click OK.
3. The next time you click an email link, Microsoft Outlook Express (or the program you chose) will be used as your default email program.

Can I use email programs other than Microsoft Outlook Express to retrieve my email?

Virtually any email program that supports 'POP3' email can be used to access your email.

Spam-Related Questions

What is SPAM?

SPAM is essentially electronic junk mail or unsolicited email asking you to buy a product or visit a Web site. The majority of SPAM is not dangerous; however, it is sometimes offensive, often annoying and always unwanted.

What should I do if I receive SPAM?

You can reduce the amount of SPAM in your inbox by ...

Security-Related Questions

How can I protect my children while they're online?

While there are great places for your kids to learn and play on the Internet, there is always the opportunity for your kids to stumble across inappropriate sites and content. While there is no substitute for parental supervision, with **myINTERNET** Parental Controls, you can help to protect your kids by managing their time online.

How can I stop annoying pop-up messages?

Most internet browsers include an option to block pop-up messages. Check your browser's help page to learn more.

Contact Us

Cable Cable offers you many different support options and resources to help you learn more about your service. You can go online, email or call one of our representatives any time 24/7. Here are a few places where you can retrieve help quickly and easily:

Internet Technical Support: 1-866-887-6434

General Inquiries:

Cable Television - info@cablecable.net

Cable High Speed Internet - info@i-zoom.net

Wireless High Speed Internet - wireless@i-zoom.net

Long Distance Savings - info@cablecable.net

Customer Service - info@cablecable.net

Advertising Channel 28 - ads@cablecable.net

Community Channel 12 - ch12@cablecable.net

Support Guidelines

To provide you with the best possible technical support, Cable Cable has created Customer Support Guidelines. These help to provide you with information on what Cable Cable is and is not able to support relation to your Cable Cable internet, so that you know what to expect before contacting us.

Support For	Cable Cable will support	Cable Cable will not support
The Modem & Physical Network Connection	<ul style="list-style-type: none">• Rented modem maintenance or replacement (as per technical support diagnostics)• Internal / external wiring as provided at install (diagnosed as faulty)	<ul style="list-style-type: none">• Damaged / abused or non-Cable Cable installed wiring and/or equipment
Your Network Adapter and Other Customer Hardware	<ul style="list-style-type: none">• Connection to the Internet (TCP/IP, adapters and clients) on supported network adapters• ONE driver reinstallation attempted on Cable Cable supplied network adapters (where required) during the course of standard troubleshooting	<ul style="list-style-type: none">• Installation / configuration of any computer hardware NOT supplied by Cable Cable (network adapters, peripherals, network/server platforms)