What should I do if I’m having trouble with my internet connection?

Internet Troubleshooting & FAQs · https://www.bluestreamfiber.com/support/what-should-i-do-if-im-having-trouble-with-my-internet-connection/

If you’re having trouble with your internet connection, the first step in troubleshooting is to reboot your modem. This can often solve many common issues with the connection. To reboot your modem, unplug the power cord from the back of the modem or unplug it from the wall, wait 30 seconds, and then plug the power cord back in. Wait for the modem to fully reboot before trying to use the internet again. This can take a few minutes. **Please do not call customer care before performing the reboot as a reboot will need to be completed prior to receiving support.**