How do I activate my cable Internet service and cable modem or modem router?

To activate your Internet service:

1. Visit your cable Internet service provider's website and follow the onscreen instructions to activate your Internet service.
    Note: You can find your cable Internet service provider's contact information on your monthly Internet service billing statement.
2. If you are unable to activate your Internet service using the instructions on your cable Internet service provider's website, call your cable Internet provider and do the following:
    1. When asked, provide your account information and provide your cable modem or modem router's model number, serial number, and MAC address.
        The serial number and MAC address are on the label on your cable modem or modem router, which is on the bottom of your cable modem or modem router.
    2. Wait for your cable Internet service provider to confirm that your cable modem or modem router is active.
    3. If you do not get an Internet connection with your cable modem or modem router, ask your cable Internet service provider to look for your cable modem or modem router online, and do one of the following depending on what your cable Internet provider tells you about your cable modem or modem router:

    o   If your cable modem or modem router is not visible, your cable Internet service provider can give you instructions to verify why your cable modem or modem router does not connect with your high-speed Internet service.
    o   If your cable modem or modem router is visible to your cable Internet service provider, reboot your cable modem or modem router and check your online status again.