



Frequently Asked Questions:

Looking to learn more about Broadband Internet with CBN? Below are answers to our most commonly asked questions.

Installation FAQ's:

Q: Do they have to dig up my back yard?

A: This depends on the residence. There are two ways that fiber can be brought to the home. Aerial and Underground. If it is aerial the technicians will arrive and hang a fiber drop from the pole to the side of their house and mount a small box (NID) to the house close to their power meter. If it is underground technicians will arrive to bury a fiber drop from the road to the side of their house and mount a small box (NID) to the house close to their power meter. There will be spray paint markings (required locates) on the property that will eventually fade due to grass growing and weather conditions.

Q: Can you use the existing Xfinity fiberoptic cable?

A: No CBN will be laying new fiber to connect the residence to the network

Q: The pedestal is located on the other side of my cement driveway, now what?

A: There are a few different ways that CBN navigates a cement driveway. First we see if it is possible to go around the driveway. If that isn't an option then CBN will bore underneath the driveway. Boring requires that a large trench be dug next to the driveway on both sides. If the landscape makes this impossible CBN looks for other routes.

Q: Does someone need to be home for the installation?

A: For any inside premise work yes, someone over age 18 must be present. For the outside work no presence is required.

Wireless Gateway FAQ's

Q: Will the wireless gateway I have work with 1GB Internet?

A: Yes, most likely. CBN recommends the following brands if buying equipment TP-Link, ASUS, or Cisco.

Q: Do I have to rent CBN's wireless gateway?

A: No, you are welcome to buy your own equipment. However there may come a time where CBN is unable to provide technical support because it is your equipment.

Q: Should I unplug the wireless gateway and reboot it? How frequently?

A: If you are experiencing connectivity issues and suspect it may be the wireless gateway, rebooting the device is step number one in trying to resolve the problem.

Trouble Shooting FAQ's

Q: My internet seems slow and times out frequently?

A: Make sure to clear cache, unplug and restart the equipment, if issues persist, please call our tech line at 970- 384-4805

Q: How do you run a internet speed test?

A: To run a speed test go to: <https://www.speedtest.net/> .

Q: Should we run IST on desktop or laptop?

A: For the most accurate results run the test on a laptop or desktop computer plugged directly into the home router with an Ethernet cable.

Account FAQs

Q: How do I set up my online account?

A: Go to www.gscbn.com and scroll down to the manage account icon. For first time users, please select register account. You will need the six digit account number and the email address associated with the account. If asked for a last bill amount, it will be \$0 unless you have received your first bill. **The link generated is good for 24hrs.**

Q: I don't want to sign up for an online account, can I still have auto pay?

A: Yes, just call CBN at 970-384-4800, with the card or payment information you would like associated with your account. For auto-pay, we accept credit card or ACH.

Q: I didn't receive my invoice this month.

A: Please check your junk folder, or sign into your online account to access your invoices. CBN can also send pdfs of past invoices, just ask by emailing customercare@gscbn.com

Not quite what you needed ?

**Let us know by calling 970-384-4800 or by email at
customercare@gscbn.com**