

### **How does Bell Internet Portable work?**

It uses network architecture similar to that of mobile phones, seamlessly linking a large number of towers with a highly reliable land-based IP network. The technology uses fully licensed and protected frequencies to enable efficient communication between your wireless modem and our towers. Your wireless modem is the link between your computer and the broadband signals these towers carry.

### **How does Bell Internet Portable's speed compare to dial-up?**

Bell Internet Portable lets you connect at broadband speeds of up to 3Mbps. That's up to 53 times faster than typical dial-up! Just look at the time you'll save downloading a 3.75MB video clip with Bell Internet Portable:

- 28.8Kbps dial-up modem: 17 minutes, 47 seconds
- 56Kbps dial-up modem: 9 minutes, 9 seconds
- Bell Internet Portable's 3Mbps: 20 seconds!

**Please note** that online speeds are calculated assuming optimum network conditions and may vary with Internet traffic, location, server or other factors.

### **Where can I use Bell Internet Portable?**

Bell Internet Portable will reach more than two-thirds of Canadians in less than three years. You can currently use your wireless modem in 178 rural and urban cities across Canada. To view our upcoming coverage areas please [click here](#). To check whether your home or office is currently within our wireless coverage area, please consult the [Coverage Area](#) maps. To check that the specific address(es) you will use the service from is within the coverage area please consult our [locator tool](#).

### **Is the Bell Internet Portable service portable?**

Yes. You'll be able to access the Internet using the wireless modem from almost anywhere within our [coverage areas](#). You can even use it with different computers!

### **Is the Bell Internet Portable service mobile?**

No, you will not be able to use your service while you're on the move (e.g.: in a car, on a commuter train, etc.). Unlike cellular service, Bell Internet Portable will not allow the signal to be seamlessly handed off from tower to tower to maintain a continuous IP connection.

### **What are the benefits of Bell Internet Portable?**

Bell Internet Portable has many [advantages](#). Because the connection to the network is completely wireless, no phone line or broadband cable hook-up is required. Installation is "plug-'n'-play", so it's not necessary for a technician to visit you. And instead of being limited to one physical address, you can access the Internet from almost anywhere within [coverage areas](#) in your primary zone—and within any other coverage area across Canada when you are roaming.

### How simple is the service to use?

Bell Internet Portable is simpler to install and faster to set up than most other broadband services. As long as the wireless modem is connected to your PC and receiving a signal from the wireless network, the service is “always on”. There’s no need to input a username and password. Taking your service from one location to another is also easy. Simply connect your modem and you’re ready to surf.

### What are the system requirements for using Bell Internet Portable?

Bell Internet Portable is compatible with PCs and Macs. See below for system requirements:

	Windows	Macintosh
<b>Operating System</b>	2000*, XP, Vista	10.2 or more recent
<b>Processor</b>	Pentium 300 MHz or equivalent or faster	Power PC 300 MHz or faster
<b>Memory (RAM)</b>	32 MB XP: 128 MB Vista: 512 MB	32 MB
<b>Hard Drive</b>	200 MB of free space	
<b>Ethernet Card</b>	Required	
<b>Web Browser</b>	Microsoft Internet Explorer 5.5 or higher Firefox	Safari for OS X
<b>*Windows 2000 users should have the latest service pack installed. You may require your original operating system CD for installation of the service.</b>		

### What issues could impact my ability to receive a signal using Bell Internet Portable?

You must be within the Bell Internet Portable [coverage area](#) to receive a Bell Internet Portable signal. It is rare, but possible, to be within the coverage area and not be able to receive a signal due to unusual geography or other circumstances.

### Can I use my Bell Internet Portable service in other coverage areas? If so, how much will it cost?

Yes, you can use your wireless modem almost anywhere in any of our [coverage areas](#) across Canada and access the Internet for no extra charge. So whether you’re going across town to a friend’s place or out of town on business, you’ll enjoy high-speed wireless freedom.

**Can I access the Internet from outside of Canada using my Bell Internet Portable?**

Not at the present time. In the future, it may be possible to access the Internet in countries with similar wireless networks using Bell Internet Portable.

**How does Bell Internet Portable service differ from a 'Wi-Fi hot-spot'?**

Bell Internet Portable provides 'always-on' wide-area coverage across a community. The service is not limited to a specific physical location like a 'Wi-Fi hot-spot.' Simply take the wireless modem with you to receive the same great service almost anywhere within the [coverage area](#) with no configuration changes required. Also, unlike a typical Wi-Fi hotspot, there are no additional access fees charged to use the service. Same browser, same favourite Web sites, no additional cost.

**Is this the same as "satellite" Internet?**

High speed satellite Internet service requires professional installation of external equipment to receive the satellite signal. With Bell Internet Portable, arranging a visit by a service technician is not required as you can easily set up your wireless modem within a few minutes. Also, as satellite Internet service is fixed to the location where the external equipment is installed, you can't take your service with you. With Bell Internet Portable, just bring your modem almost anywhere within the coverage area to get access to the Internet.

**Can I use my telephone or fax machine when I am on-line?**

Yes. Bell Internet Portable technology uses a separate wireless connection that leaves your phone line free. So, unlike dial-up, you can be on-line without interfering with your telephone or fax usage.

**Installation****What happens after I order Bell Internet Portable?**

You'll receive your kit within 2-3 business days.\* Follow the simple instructions to set up your wireless modem and activate your account. You'll be up and running in minutes!

**Other than the wireless modem, is there any equipment for me to install?**

No. Simply attach the Ethernet and power connections of the wireless modem—that's all that you'll need to do.

**Is there any software to install?**

No.

**Will I need help with the installation?**

The installation is so simple; you'll be able to do it yourself in minutes. Of course, if you have any questions or concerns during the installation, you can reach us at 310-SURF. 24 hours a day, 7 days a week.

**Is the wireless modem covered by a warranty? If so, what do I do if there is a problem?**

Your wireless modem is covered for material defects and workmanship for a period of 12 months from the date of purchase. A Bell Internet Portable Customer Service representative will be more than happy to help if you encounter any difficulties. You can reach us at 310-SURF. For full warranty terms and conditions please see the [Service Agreement](#) or the documents in your installation kit.

**Are there any installation fees for Bell Internet Portable?**

No, since the easy installation is to be completed by you.

\*On average. Some Customers may experience a longer wait.

**Billing**

**How do I pay for the service?**

Payment of your wireless modem and monthly Internet access service can only be made on One Bill.

**When does my billing start for the service?**

You will be charged for your wireless modem, and shipping fee if applicable, on your first bill. Billing for Bell Internet Portable service, and activation fees, if applicable, begin when you install and activate the service on-line.

**When will I get my first bill? How much will it be?**

Since your service is billed one month in advance, your first statement will include charges for the next upcoming full month, as well as a portion of the current month, depending on your activation date.

**How much does the wireless modem cost?**

The wireless modem is available for a one-time cost of \$99.95 plus taxes.

**Are there shipping and handling fees?**

Yes. A shipping and handling fee of \$15 applies to all orders placed on-line or over the phone. Purchases at [retail locations](#) do not involve a shipping and handling fee.

**Can the wireless modem be rented?**

Not at this time.

**Who do I contact for billing inquiries?**

Check your monthly statement on-line in [Customer Self Care](#) or call a Customer Service Representative at 310 SURF.

**Can I upgrade the service I've chosen?**

Yes. You may upgrade from Plan 1 to Plan 2 by calling 310-SURF.

### **What should I do if I move?**

If you relocate please contact Bell Internet Portable Customer Service at 310-SURF. We will verify if coverage exists in your new area and ensure we have a current mailing address for you.

### **Using Bell Internet High Speed Unplugged**

#### **What could impact my ability to receive the wireless signal?**

First, the location from which you are using your Bell Internet Portable service must be within our wireless [coverage area](#). In some circumstances it is possible to be within the coverage area but receive a poor or no signal due to obstacles blocking the signal, geography (trees, mountains, tall buildings) or other circumstances. If you experience difficulties obtaining a signal, contact a Customer Service Representative at 1-866 875-9591.

#### **What is the difference between Plan 1 and Plan 2?**

Speed and price Plan 1 has a download speed of up to 512 Kbps and an upload speed of up to 128 Kbps. Plan 2 has a download speed of up to 3Mbps and an upload speed of up to 384 Kbps. Plan 1 includes a 10 GB bandwidth allowance while Plan 2 includes a 30 GB allowance . For more details regarding the plans [click here](#). Both plans are available for Bell Internet Portable service. Early termination fees apply. Pricing and/or offer is subject to change without notice. Taxes are extra.

#### **Is Bell Internet Portable secure?**

The Bell Internet Portable connection uses a proprietary broadband wireless technology. No other products or wireless modems (other than the wireless modem provided to you by Bell Canada) can connect to the network. Your wireless modem operates over a licensed, protected frequency band. Your broadband wireless modem has been pre-configured with all the required settings, and does not allow for any user reconfiguration.

#### **Does Bell Internet Portable have any bandwidth restrictions?**

Bell Internet Portable Customers have a combined upload and download bandwidth usage allowance<sup>1</sup>. Plan 1 Customers have a 10 GB allowance. If this bandwidth usage allowance is exceeded, an overage charge of \$1.50 per GB will apply, prorated down in 100 MB increments to a maximum charge of \$30. Plan 2 Customers have a 10 GB allowance. If this bandwidth usage allowance is exceeded, an overage charge of \$1.50 per GB will apply, rounded up to the nearest GB to a maximum charge of \$30. It is your responsibility to make sure you do not exceed the usage allowance. Your use of the service is governed by the Bell Internet Portable [Service Agreement](#).

**Please note** that 1 GB is equal to about 200 MP3 songs (average 5 MB per song) or about 100 three minute MPEG videos a month and thousands of text based emails or web site visits. That's a lot of surfing!

**Does VOIP work with Bell Internet Portable?**

There are many VoIP offerings on the market, all using different communication 'protocols' or methods of establishing a VoIP conversation. Unfortunately, we cannot guarantee that a particular VoIP service will work with your Bell Internet Portable service, or, if it does work, guarantee any level of quality of service. We are working to improve this situation in the future.

**Can I set up a home network on my Bell Internet Portable Connection?**

Yes. The wireless modem is compatible with all Ethernet-based wired and wireless networking products. You can use these networking products to connect the modem to your computer as well as connecting multiple computers together to share your Internet connection.

**Who do I call if I have questions or problems?**

Bell Internet Portable Customer Service is available 24/7 at 310-SURF.

**Email and Value Added Services\*****What value-added services do I have access to?\***

As a Bell Internet Portable Customer you can choose from an array of value added services. [Click here](#) to see a list of available services. Please contact Customer Service at 310-SURF if you are interested in any of these features or to learn more.

**What if I need help installing or using my @sympatico.ca email address, MSN Premium, or Security Services?**

For assistance, please contact Customer service at 310-SURF.