

How does Bell Bell Internet Rural 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 frequencies to enable efficient communication between your wireless modem and our towers as far as 5 km away. Your wireless modem is the link between your computer and the broadband signals these towers carry.

How does Bell Bell Internet Rural compare to dial-up?

Bell Bell Internet Rural lets you connect at broadband speeds of up to 2Mbps. That's up to 35 times faster than typical dial-up! Just look at the time you'll save downloading a 3.75MB video clip with Bell Bell Internet Rural:

- 28.8Kbps dial-up modem: 17 minutes, 47 seconds
- 56Kbps dial-up modem: 9 minutes, 9 seconds
- Bell Bell Internet Rural 2Mbps: 27 seconds!

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

Where can I use Bell Bell Internet Rural?

You can currently receive Bell Bell Internet Rural in 124 cities rural and urban cities across Canada. To check whether your home is currently within our wireless coverage area, please consult the [Coverage Area](#) maps. To check that the specific address you will use the service from is within the coverage area, please consult our [locator tool](#).

What are the benefits of Bell Bell Internet Rural?

Bell Bell Internet Rural gives you innovative technology, choice and a fast connection. At up to 2Mbps speed and 35 times the speed as dial-up you can send, download and upload faster! Once the service has been successfully installed, as long as your Ethernet cable running from your outdoor modem is connected to your PC and receiving a signal from the network, the service is available without any need to dial a number to connect to the Internet. Simply connect your modem and you're ready to surf. Please note that online speeds are calculated assuming optimum network conditions and may vary with technical configuration, Internet traffic, location, server, environmental conditions or other factors.

What are the system requirements for using Bell Bell Internet Rural?

The Bell Internet Rural Service is compatible with Windows and Macintosh.

	Windows	Macintosh
Operating System	98, Me, 2000*, XP, Vista	10.6 or more recent
Processor	Pentium 166 MHz or equivalent or faster	Power PC 166 MHz or faster

Memory (RAM)	32 MB XP: 128 MB Vista: 512 MB	32 MB
Hard Drive	200 MB of free space	
Ethernet Card	Required	
Web Browser	Microsoft Internet Explorer 5.5 or higher Firefox	Safari for OS X
*Windows 2000 users should have the latest service pack installed. You may require your original operating system CD for installation of the service.		

LINE-OF-SIGHT REQUIREMENTS AND OTHER RESTRICTIONS:

- The location from which you are using your Bell Bell Internet Rural Service must be within our wireless coverage area. A professional Bell technician will find the optimal location to place the modem in order to receive the wireless signal. The ability to receive the wireless signal can be affected by buildings, trees or other elements. The Bell technician will ensure they test the ability to receive the wireless signal first before installing the modem to your home.
- If signal strength is not available or is found to be weak in your area, then the technician will not proceed with installation. In this case, your deposit will be refunded.
- Rental/Lease properties must have written permission from your landlord provided to the installer prior to the start of your installation.
- If you live in a condo, your Home Owners Association may restrict where your modem may be installed. Please make sure to communicate your planned installation to your HOA in case a restrictive covenant exists.

What could impact my ability to receive a consistently strong signal using Bell Bell Internet Rural?

Before ordering and installation, your home must qualify for the service. You must be within the Bell Bell Internet Rural coverage area to receive a signal. It is rare, but possible, to be within the coverage area and not be able to receive a signal due to unusual geography such as hills, valleys, mountains, large trees or other circumstances. Harsh weather conditions including heavy storms and blizzards may affect the signal. Some users experience may not be consistent.

Can I use my telephone or fax machine when I am online?

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

Is my outdoor unit weatherproof?

Yes. Along with the placement of the unit under the roofline for protection, the outdoor unit is all-weatherproof and functions between -40 degrees Celsius up to 60 degrees Celsius.

Once installed, am I able to move the location of the unit?

No. A Bell professional field technician will choose the optimal placement for the outdoor modem. If you experience difficulties obtaining a signal, contact a Customer Service Representative.

Installation**How do I schedule an appointment for installation?**

Once you order Bell Bell Internet Rural, you will have the option of choosing up to 3 preferred installation dates and times. A Customer service representative will contact you within 3 business days with your actual installation date and time. Please ensure you are at the service location at the time of installation.

If you need to change or cancel your scheduled appointment, please contact us 48 hours prior to your appointment. If your call is made less than 48 hours before your scheduled appointment, your deposit may be forfeited.

What are the day/time options for installation?

At the time you order your Bell Bell Internet Rural service you will be prompted to select a preferred install date and time (request must be a minimum of 3 days prior to preferred install date). You will be contacted by Customer Service within 48 hours with your scheduled appointment.

The following holidays are not available for installation scheduling:

- Jan 1 – New Years
- June 24 – St. Jean Baptiste
- Dec 25 – Christmas Day
- Dec 26 – Boxing Day
- From May 1st to October 1st you may request one of the following times:
 - Morning (8 AM - 12 PM)
 - Afternoon (12 PM - 5 PM)
 - Evening (5 PM - 9 PM)
- From November 1st to April 31st you may request one of the following times:
 - Morning (8 AM - 12 PM)
 - Afternoon (12 PM - 5 PM)

How long after ordering Bell Bell Internet Rural will it be installed in my home?

The number of days for Bell Bell Internet Rural to be installed is dependent upon your location. A Bell Internet Rural Customer Service Agent will contact you within 3 business days after the service has been ordered with your scheduled installation date.

Will I need help with the installation?

A professional Bell technician will professionally install the modem, and ensure you are connected to the Bell Bell Internet Rural service. If you have any questions or concerns about the installation, you can reach us at 310-SURF. 24 hours a day, 7 days a week.

What do I need to do before the technician arrives?

Please be at the installation location on the date of your scheduled appointment. Identify where in your home you would like the Bell Bell Internet Rural Internet connection. A power outlet must be available. An Ethernet cable will be connected to an outdoor modem and will run inside your home. You will need to connect the Ethernet cable to your computer and plug in the power adapter to power your outdoor modem.

What is the procedure for installation of Bell Bell Internet Rural?

Once the professional Bell technician arrives to your location, signal strength will be assessed. If signal strength is not available or is found to be weak in your area, then the technician will not proceed with installation. In this case, your deposit will be refunded.

If you receive a strong wireless signal, the technician will continue with the installation of your outdoor modem. This requires:

- Mounting the modem (approximately 10 inches high x 7.6 inches wide x 2.4 inches deep) to the side of your home anywhere up to the roofline.
- The technician will need to drill holes and affix the modem to a bracket as well as drill a hole into the home (drill bit size approximately 1/4 to 5/16 of an inch) to pass an Ethernet cable through.
- The technician will run two cables from the modem. One cable will be used to ground the unit. The other will be an Ethernet cable (approximately 3/16" of an inch thick) that will run into your home, through a drilled opening that will connect to your computer and provide the high speed Internet connection.
- The Ethernet cable runs 90 feet long. That is the maximum amount of cable that is available to run through your home to connect to your computer.
- Once connected to your computer, the technician will remain onsite with you until you are able to activate your service online. Should you experience any problems that are not associated directly with activation, please call Customer Service who will be more than happy to help if you encounter any difficulties. You can reach us at 310-SURF.

DEFINITION OF A "STANDARD PROFESSIONAL INSTALLATION":

- Mounting of modem on a serviceable and secure outside wall of your home or business.
- Supplying and installing up to 90 feet of cable to support one primary computer location.
- Dual routing of cable to ground the unit and to the primary computer location with new wiring through wall penetration (drilling), or appropriate point of entry.

- Connecting and activating the modem.
- Educating the Customer on system use and functionality.
- Providing “best in class” installation practices through qualified technicians that have a “uniform-like appearance” and valid Photo ID.

Is there any additional equipment I need to purchase that is needed for installation?

No. The professional Bell technician will arrive with your installation kit.

Is there any software to install?

No. There is no software or installation CD required.

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

Your wireless modem is covered for defects and workmanship for a period of 36 months from the date of activation. Please do not attempt to service your outdoor modem yourself. A Bell Internet Rural Service 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 documents in your welcome kit.

Are there any installation fees for Bell Bell Internet Rural?

Your outdoor modem will be professionally installed by a Bell technician. The installation fee is \$200 plus applicable taxes, there is also an activation fee of \$35 plus applicable taxes and will be applied upon activation of your service.

Billing

How do I pay for the service?

Payment of a deposit at the time of order (online or through Customer Service), one time installation fee and activation fee, your monthly modem fee and monthly Internet access service is paid via your One Bill. The deposit can only be made by major credit card (MasterCard, VISA and American Express). You can view your monthly statement on-line via [Customer Self Care](#).

When does my billing start for the service?

When you place your order your credit card will be charged a one-time deposit fee that will be credited back to your account once you have activated the Bell Bell Internet Rural service. Billing for Bell Bell Internet Rural service, and activation and monthly modem rental fees begin once installation is complete and you 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 (your monthly access fee, monthly modem fee, one time installation fee and one time activation fee), as well as a portion of the current month, depending on your activation date.

Can the wireless modem be purchased out-right?

Not at this time. The modem can be financed only.

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.

What is the procedure for cancellation?

In order to cancel an active service, please call a Customer Service Representative at 310 SURF. If you cancel before the completion of your contract period an early termination fee of up to \$400 will apply.

In what circumstance would I lose my deposit fee?

The \$80 deposit that you pay at the time you order the Bell Bell Internet Rural service (online or through Customer Service) will be applied as a credit to your account when you activate your service. It will be forfeited in the following circumstances: (i) if you cancel your installation date less than 48 hours before your scheduled appointment [weekends are counted as days, i.e. if your appointment is on Tuesday, you will need to cancel your appointment by Sunday to not forfeit the deposit] (ii) if upon arriving on site, you cancel the Bell Bell Internet Rural service installation process with the Bell technician.

What do I do with the modem once I have cancelled my service?

In order to subscribe to the Bell Bell Internet Rural service you must purchase a modem. Once you have subscribed to the service (installation has been completed and you have activated your service online), you own the modem therefore if you decide to cancel your service the modem will not be removed from your home.

Using Bell Bell Internet Rural**What could impact my ability to receive the wireless signal?**

First, the location from which you are using your Bell Bell Internet Rural Service must be within our wireless [coverage area](#). A professional Bell technician will find the optimal location to place the modem in order to receive the wireless signal. The ability to receive the wireless signal can be affected by buildings, trees or other elements. The Bell technician will ensure they test the ability to receive the wireless signal first before installing the modem to your home.

Is Bell Bell Internet Rural secure?

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

Does Bell Bell Internet Rural have any bandwidth restrictions?

Bell Bell Internet Rural Customers have a combined upload and download bandwidth usage allowance. Your plan has a 10 GB monthly allowance. If this bandwidth usage allowance is exceeded, an overage charge of \$1.50 per GB will apply, rounded up to the nearest GB, up 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 Bell Internet Rural [Service Agreement](#).

Does VoIP work with Bell Bell Internet Rural?

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 Bell Internet Rural 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 Bell Internet Rural connection?

You need to have a hub, switch, or router in order to share the Bell Internet Rural connection. If a router is connected between the Bell Internet Rural modem and computers, the router needs to be configured to obtain an IP address automatically.

Who do I call if I have questions or problems?

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

After the end of my 3-year contract what happens to my service?

At the completion of your full contract term, you will continue to be charged only for the monthly access fee, plus applicable taxes.

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

As a Bell Bell Internet Rural 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.