



Welcome To Beausoleil Broadband



2013

Special points of interest:

- TROUBLESHOOTING TIPS
- BBI Welcomes Manager Trainee



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Welcome! Miigwech for choosing BBI as your internet service provider! We are proud to bring high speed broadband to Chimnissing.

We are still a fairly new company, and as such, are experiencing growing pains, but we look forward to serving our community for many years to come.

We will strive to deliver exceptional service through our friendly knowledgeable staff.

Beausoleil Broadband Inc. would like to take the opportunity to welcome it's newest staff member: Carly Rae Monague has been hired as "Internet Communications Manager Trainee".

CONTACT US for:

INSTALLATION, REPAIRS AND TROUBLESHOOTING:

Braden Monague: braden@chimnissing.ca

Victor Monague: victor@chimnissing.ca

MANAGER TRAINEE:

Carly Monague: carly@chimnissing.ca

MANAGER:

Angela Beedie, CEO:

abeedie@chimnissing.ca

Georgia Monague, CEO Assistant

Georgia@chimnissing.ca

PHONE: 705-247-2051 ext. 237

Email: broadband@chimnissing.ca

Hours of Operation

Monday to Thursday : 8:30 a.m. - 4:30 p.m.

Friday: 8:30 a.m. - 11:30 a.m.

BILLING AND PAYMENT

Your billing begins upon activation of your service. Payments are **due on the 5th** of each month. Your first monthly payment is included in the installation fee if you are paying full price.

An invoice will be emailed to you, unless you don't have an email address yet, then an invoice will be mailed.

Each monthly bill will be dependent on which payment option you chose.

MAKE PAYMENTS IN THE ECONOMIC DEVELOPMENT OFFICE. Either Carly or Georgia will receive and post your payments. If you pay up in the finance department, please make sure you drop off a copy of your receipt to our office.



Create a wireless network, share high-speed Internet access and download files from greater distances .



YOUR CONNECTION

Your residential broadband connection plan includes:

- 50 Gig transfer rate

Our installers will have installed a module, a lightning suppressor, and the required cables.

They will also assist you in the initial set up of your router.

It is your responsibility to purchase a router and interior Ethernet cable.

** Please note that our technicians will not configure security or other features into your router. For help with further programming of your router,

WI-FI

To be able to create a wireless network in your home, you will have to purchase a router in order to have Wi-Fi capabilities.

When choosing a new router, it's well worth looking for products that support the Wireless N standard to get the best performance out of your network.

We have found that the D-Link routers are quite affordable and perfectly adequate for Beausoleil Broadband services.

please see the manufactures website. A few of the common router manufacturers' websites are linked to below:[Linksys](#), [D-Link](#) or [Netgear](#)

If you move into a home that has the equipment but no service, simply pay BBI **\$100 to activate** an account for you, you will receive a monthly bill of \$55 for services.

Our technicians are available for repairs, installation of routers, and computer troubleshooting for a service fee.

FEES FOR SERVICE CALLS AFTER INITIAL INSTALLATION:

- Router troubleshooting: \$25/call
- Computer tune-up: \$45.00
- Cable work: \$30/hr + material cost
- Install software/hardware: \$25
- Material cost:
- CABLE--\$0.75 / ft
- DATA ENDS--\$1.00 each

You should also think about what activities you will use your router for:

Will you be streaming HD movies to your TV?

Dualband routers allow you to do so without interference.

Do you want to connect mobile devices throughout your house?

Routers with SmartBeam™ technology provide full coverage across your whole house, even if you have multiple floors.

Even if you're a technology novice, installing D-Link products couldn't be simpler. Just follow the step-by-step set-up wizard on the CD included in the box and you'll be up and running in no time.

Business potential and more...

With BBI delivering high speed internet services to the community, there is potential for islanders to start small businesses in:

- Routers sales and service
- Computer repairs and sales
- Technical services

- Software and web design
- E-commerce

You can also use your high-speed connection for:

- On-line education
- Shopping
- Research

- Join social networks such as Facebook and Twitter
- Stay informed and connected to other First Nations / News
- Watch Netflix, Youtube, and Internet TV

TROUBLESHOOTING and TIPS

WHEN YOUR SIGNAL GOES OUT:

Broadband radio waves can be affected by weather, tree foliage, location of radio, Motorola signals are sometimes slowed, too many devices being used at once in the home or Backhaul problems on towers.

Check cords to ensure they are properly plugged into receptacle of router.

Sometimes just waiting for the signal to reboot is best, wait 10 minutes, then retry connecting.

If it's still not working, troubleshoot your wi-fi modem in your computer. Go to "Connections" and follow the prompts to reset your network adaptor.

If this doesn't work, reset your router by unplugging for 1 minute then plug back in and wait for it to refresh.

Unplug the surge suppressor for 1 minute and plug back in. Wait up to 3 minutes for subscriber module and router to interface.

If these steps do not help repair your connection, contact your network administrator.

When notified, our tech will work with the client to remedy these problems that may arise.

Please do not attempt to relocate the module or any other BBI equipment.

DO NOT push the reset button on the back of your router, this clears all data that has been entered for your wi-fi network.

DO NOT take the surge suppressor apart and reroute wires, major component damage will happen to the subscriber module or your router.

DO NOT try to re-aim the subscriber module, it is set for maximum signal strength by the NOC (Network Operations Centre) office in Barrie.

MONITORING

Beausoleil Broadband monitors all subscriber modules, and have the information for packet loss for signals.

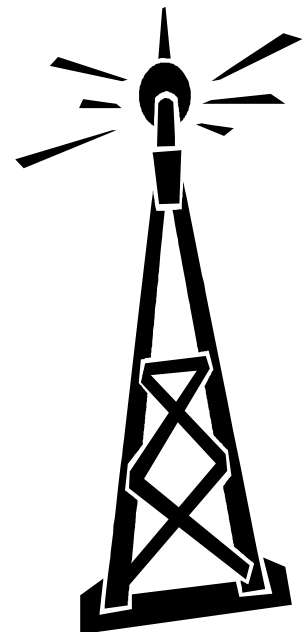
If your connection loss is due to a radio or power problem, it will show in our charts. If it is a problem with your router, unless unplugged, it won't show up in our monitoring.



Subscriber Module
(radio)



Surge Suppressor



Router

**BEAUSOLEIL
BROADBAND INC.**

11 O'gemma Miikan
Christian Island, ON
L9M 0A9

Phone: 705-247-2051 Ext. 237
Fax: 705-247-2239
E-mail: broadband@chimnissing.ca

Chimnissing's Connected!

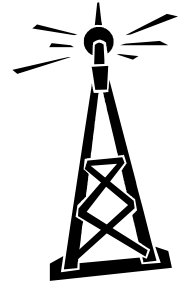


DISCLAIMER

No security program is 100% effective; not viruses and spyware can be detected and/or removed.

Please remember there are risks associated with activities such as downloading and sending attachments through e-mail, using external computer disks and drives and installing programs from questionable sources on your computer.

BBI is not responsible for your decision to undertake these activities.



YOUR IP ADDRESS

NAME:

IP ADDRESS:

SUBNET MASK: 255.255.255.128

DEFAULT GATEWAY: 208.80.102.129

DNS SERVER: 208.80.96.96

DNS SERVER: 208.80.97.197

PAYMENTS: OPTIONS AND FEE STRUCTURE

Payment Options:

\$250 installation, monthly bill of \$55.

PAYMENT PLAN #1:

\$100 installation, 3 monthly payments of \$105, 4th month and thereafter are \$55/month.

PAYMENT PLAN #2

\$150 installation, 3 monthly payments of \$80, 4th month and thereafter are \$55/month.

PAYMENT PLAN #3

Four payments of \$213.75 for the first year. Second year: four payments of \$151.75.

Payments of cash, money order, or cheque are accepted.

Currently, we only accept payments of CASH, MONEY ORDER, or CHEQUE. Make payments to Beausoleil First Nation.

If your cheque is returned as NSF, you are responsible for paying the NSF charge incurred, and future cheque payments will not be accepted.

Your \$55 monthly fee include equipment rental of \$10 and 50 gig for \$45.

NEW!!



If you are a BFN Employee, you can have your internet payments deducted from your pay. Ask for a Payroll Deduction Form in our office.

Breakdown of Install Fee
Radio Damage Deposit—

\$50.00

First Month of Rent and Broadband

\$55.00

Installer and NOC access—

\$100.00

Material Costs—cable, data ends, hardware and finishing:

\$ 45.00

Total cost of Install \$250