

How do you connect to the Internet?

Cables connected to utility lines



So-called wired Internet is only available in certain locations. You can't take it with you.

Wireless signals sent and received by cell towers



Signals sent and received by cell towers provide mobile Internet service. Your device will stay connected as you move around.

Which companies sell Internet access?

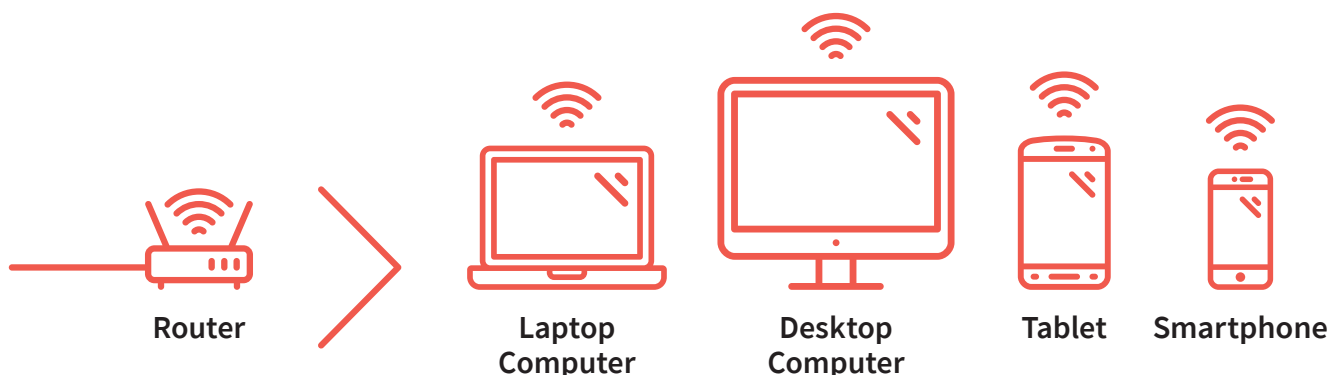
As of 2020, the Canadian Internet market is dominated by a handful of providers. Bell, Rogers and Vidéotron are the major players in Quebec.



Resellers can also provide network access: EBOX, Distributel, TechSavvy, etc.

What is Wi-Fi?

Wi-Fi provides wireless access to a wired Internet connection within a limited area. It lets you connect devices without having to plug them in! Wired Internet connections accessed using Wi-Fi offer unlimited use. You'll pay a certain amount every month for as much data as you can use at home.




Can you access the Internet on the go?

To access the Internet on the go, you need to:

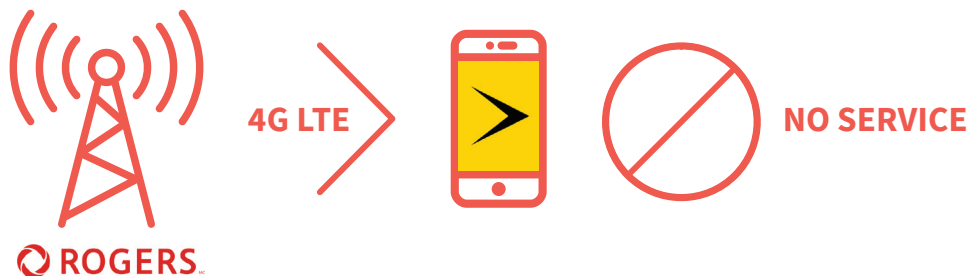
- > Have a mobile device compatible with 3G, 4G or 5G
- > Have an active subscription or mobile data credits
- > Be near a cell tower used by your provider



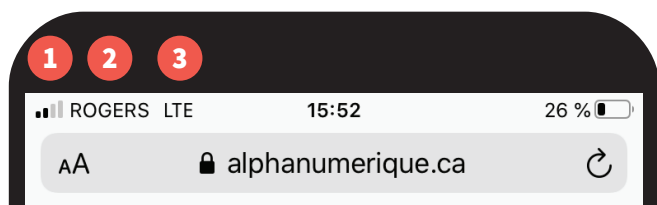
 Your connection may be poor or unreliable if:

- > You are close to a cell tower not used by your provider.
- > You are in an area with no cell towers.

> ~~VIDÉOTRON~~




There are three ways to tell if a device is connected to a mobile network:









- 1 The signal strength
- 2 Your mobile operator
- 3 The network type

LTE stands for “Long-Term Evolution”. It’s the new 4G standard for wireless technology.

 Unlike wired Internet, **mobile Internet has data limits**. You’ll see lots of *unlimited* offers for monthly and pay-as-you-go plans. But they all have caps.

3G, 4G, 5G, ADSL... What does it all mean?

The strength of water flow and pressure in your home depends on the design of your community's water system. Internet access is very similar. The different technologies used in Canada have different throughput capacities. That means they have different data speeds.

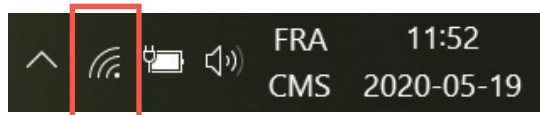
 Mobile Internet				 Wired Internet	
2G	3G	4G	4G+ (Soon to be 5G)	ADSL ¹	Cable or Fibre ²
				Slower Speed	Very High Speed

1. Sends the Internet signal through telephone lines connected to your home.

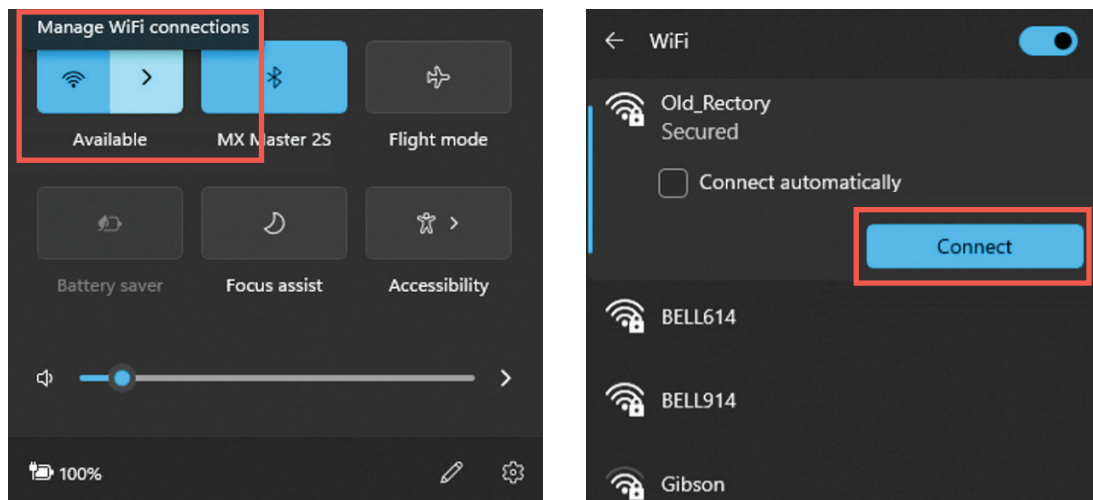
2. Sends the Internet signal through the cables connected to your home. Cable Internet uses copper wire and fibre Internet uses fibre optics.

How do I connect to Wi-Fi on a computer?

- 1 Click the Wi-Fi or Network symbol on the taskbar.

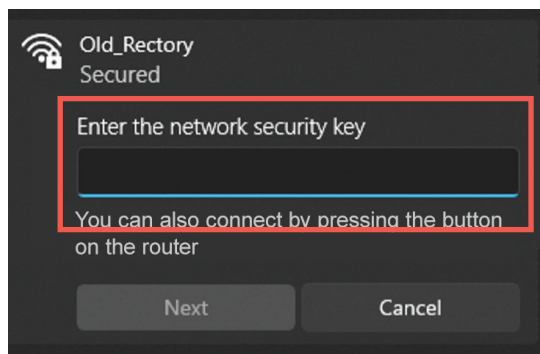


- 2 Select the network you want to connect to and then click on “Connect”.



Always make sure you're connecting to a secure Wi-Fi network.

- 3 Enter the Wi-Fi password and click on “Next”.



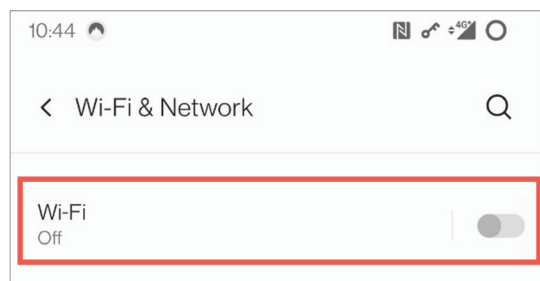
- 4 Well done! You're connected to Wi-Fi!

How do I connect to Wi-Fi on a smartphone?

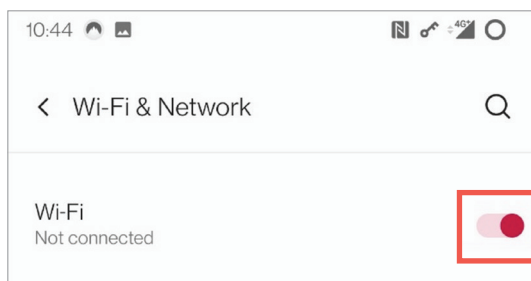
The screenshots shown below are from an Android device.

1 Open “Settings.” 

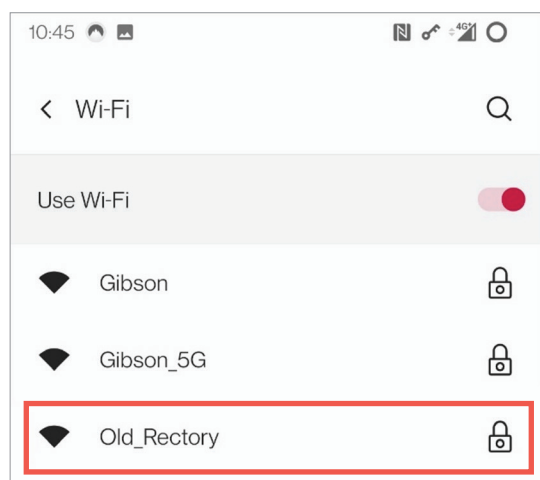
2 Click on “Wi-Fi & Network.”



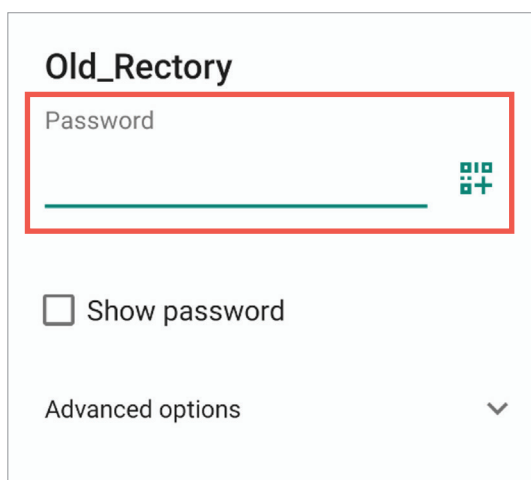
3 Turn on “Wi-Fi.”



4 Select the network you want to connect to.



5 Enter the password and click on “Connect.”



Always make sure you're connecting to a secure Wi-Fi network.

6 Well done! You're connected to Wi-Fi!