

Frequently Asked Questions (FAQ)

Basic Functionality

How does Navigo High Speed Broadband Internet 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 as far as 5 km away. Your wireless modem is the link between your computer and the broadband signals these towers carry.

How does Navigo High Speed Broadband Internet's speed compare to dial-up?

Navigo Broadband lets you connect at broadband speeds of up to 1.5Mbps. That's up to 27 times faster than typical dial-up! Just look at the time you'll save downloading a 3.75MB video clip with Navigo Broadband:

- 28.8Kbps dial-up modem: 17 minutes, 47 seconds
- 56Kbps dial-up modem: 9 minutes, 9 seconds
- Navigo Broadband's 1.5Mbps: 40 seconds!

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

What is the coverage area of Navigo High Speed Broadband Internet?

Navigo Broadband will reach the majority of houses within the City of Whitehorse. To check whether your home or office is within our wireless coverage area, please check our coverage maps under Availability on www.navigonet.com

Is the Navigo High Speed Broadband Internet service portable?

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

Is the Navigo High Speed Broadband Internet 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, Navigo Broadband 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 Navigo High Speed Broadband Internet?

Navigo Broadband 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 anywhere within our coverage area.

How simple is the service to use?

Navigo Broadband 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 Navigo High Speed Broadband Internet?

Navigo Broadband is compatible with PCs and Macs. See below for system requirements:

	Windows	Macintosh
Operating System	98, Me, 2000*, XP	8.6 or more recent
Processor	Pentium 166 MHz or equivalent or faster	Power PC 166 MHz or faster
Memory (RAM)	32 MB XP: 128 MB	32 MB

Hard Drive	200 MB of free space	
Ethernet Card	Required	
Web Browser	Microsoft Internet Explorer 5.5 or higher	Microsoft Internet Explorer 5.1 or higher, Safari for OS X (10.2.7 or higher)
*Windows 2000 users should have the latest service pack installed. You may require your original operating system CD for installation of the service.		

What issues could impact my ability to receive a signal using Navigo High Speed Broadband Internet?

You must be within the Navigo Broadband coverage area to receive a Navigo Broadband 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 access the Internet from outside of Canada using my Navigo Broadband Internet connection?

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

How does Navigo High Speed Broadband Internet service differ from a 'Wi-Fi hot-spot'?

Navigo Broadband 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 Navigo Broadband, 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 Navigo Broadband, 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. Navigo High Speed Internet 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

Where can I buy the Navigo High Speed Broadband service?

You can order online at www.navigonet.com or you can visit the Latitude Store (corner of 2nd Avenue & Lambert Street)).

What happens after I order Navigo High Speed Broadband Internet?

You'll receive your kit within 2-3 business days in the mail or you can pick up a modem at either the Latitude Store. 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 867 668 2056 or technicalsupport@navigonet.ca. Technical support is available 6AM to 9PM - Monday to Friday, 7AM to 4PM Saturday & Sunday.

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 Navigo Broadband Technical Support representative will be more than happy to help if you encounter any

difficulties. You can reach us at 867 688 2056 or technicalsupport@navigonet.ca. For full warranty terms and conditions please see the Repair and Return Policy or the documents in your installation kit.

Are there any installation fees for Navigo High Speed Broadband Internet?

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

Billing

How do I pay for the service?

Payment of your wireless modem and monthly Internet access service 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 at www.navigonet.com.

When does my billing start for the service?

Your credit card will be charged for your wireless modem at the time of your order. Billing for Navigo Broadband service begins 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.

Who do I contact for billing inquiries?

Check your monthly statement on-line in Customer Self Care or call a Customer Service Representative at customerservice@navigonet.ca.

Can I upgrade the service I've chosen?

Yes. You may upgrade in your Customer Self Care account or through a Customer Service Representative at customerservice@navigonet.ca.

What should I do if I move?

Please update your contact information in the Customer Self Care area or contact a Customer Service Representative at customerservice@navigonet.ca.

Using Navigo High Speed Broadband Internet

What could impact my ability to receive the wireless signal?

First, the location from which you are using your Navigo Broadband 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 Technical Support Representative at 867 688 2056.

Is Navigo High Speed Broadband Internet secure?

The Navigo Broadband connection uses a proprietary broadband wireless technology. No other products or wireless modems (other than the wireless modem provided to you by Navigo) 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 Navigo High Speed Broadband Internet have bandwidth restrictions?

Yes. Depending on the level of service you subscribe to, it will include either 4 or 10 Gigabytes of Internet use per month. Additional Internet usage can be purchased. Unused Internet usage cannot be carried over to the next month.

Does VOIP work with Navigo High Speed Broadband Internet?

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 Navigo Broadband service, or, if it does work, guarantee any level of quality of service. This situation is similar to other internet products currently available in the marketplace.

Can I set up a home network on my Navigo High Speed Broadband Internet?

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 contact if I have questions or problems?

Customer Service is available via customerservice@navigonet.ca. Technical support is available 6AM to 9PM - Monday to Friday, 7AM to 4PM Saturday & Sunday, and can be reached via technicalsupport@navigonet.ca or 867 668 2056.

Email and Value Added Services

What value-added services do I have access to?*

As a Navigo Broadband customer you can choose from an array of value added services. Further information can be found at www.navigonet.com/productsandservices.

What if I need help installing or using my Value Added Services?

For assistance, please contact Technical Support at technicalsupport@navigonet.ca or 867 668 2056.