



GROUPE-ACCES
COMMUNICATIONS

*Compagnie assurant présence sur le Web et connectivité sans fil à large bande
A Web Presence and Wireless Broadband Company*

GROUPE-ACCES
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GETTING STARTED
THINGS YOU SHOULD KNOW



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A Web Presence and Wireless Broadband Company*

Wireless Broadband



- Up to 5 Mbps
- Quebec's Laurentians
- Free use of router

Welcome To GROUPE-ACCES Wireless High Speed Internet!

We want to thank you for choosing **GROUPE-ACCES**, the best high-speed Internet experience in the Laurentians! We'll be here to bring you wireless Internet using cutting-edge technology and a **NEW** telephone service using Voice over Internet Protocol (VoIP). And as always, our commitment to excellent customer service you've come to expect from a rural Internet service provider. In the past year **GROUPE-ACCES** has added dozens of new service areas, introduced new state-of-the-art antennas and routers and launched a higher speed 5Mb service. Our system provides superior range and security and that means access to remote homes and businesses.

This coming year (2011-12) marks **GROUPE-ACCES'** eighth year of providing the best high-speed service for Laurentian communities. Our mission is to provide the highest quality communication services to our customers while providing an enormous value by taking advantage of the latest in wireless technology. We want to win your ongoing business not only through the services that are provided, but also through personal care of you, our customer.

GROUPE-ACCES provides a full range of Internet services including; wireless and ADSL connectivity, web hosting, server co-location, and hassle free web based email service.

There are a lot of new services and network deployment areas to look forward to in the coming year and we're so glad that you can be a part of it all. Our goal is to provide the best Internet connectivity service, customer care and value and that would mean nothing without customers like you.

Thank you for making **GROUPE-ACCES** a part of your life.

Best regards,

Aaron Remer
CEO

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Contact Us

General Enquiries: info@acces.com

Online/Web Hosting Support: support@acces.com

Non-emergency Broadband/High-Speed and Wireless support, send an email to: support@acces.com

Emergency Broadband/High-Speed and Wireless support, send an email to: emergency@acces.com

Accounts Payable: accounting@acces.com

By Mail:

GROUPE-ACCES communications

300 Berge du Canal,

Suite 316,

Lachine, Québec,

H8R 1H3

By telephone:

Phone: 514-766-3311

Toll Free: 1-866-530-7777

Accounting: Ext 233

Tech Support (Regular working hours): Ext 231 or 230

Emergency Support (nights and weekends only): Ext 237

By Fax:

Fax: 514-762-0668

Payments Website: payments.acces.com

Corporate Website: www.acces.com

Note: Regular working hours are 09:00-16:30 hrs. Monday to Friday



Your GROUPE ACCES Package

The first thing you'll notice about the GROUPE- ACCES equipment is how small the outdoor antenna that receives the wireless signal is. Every system comes with a small antenna, which is wired and connected to a provided wall jack into your home. An in-home wireless router, rented at no charge to you, connects to the outdoor antenna and gives you Internet access throughout your home.

Outdoor Antenna*



In Home Wireless Router*



Wall Jack



*Pictures are for reference only. Actual installed equipment may vary.

Getting Started

Every GROUPE-ACCES system comes with a professional installation and an equipment warranty. Our GROUPE-ACCES certified installer adheres to rigid standards to ensure a quality installation every time. You get to choose the location of the provided wireless router in order to maximize your wireless household coverage. Our site survey specialist will evaluate your location. We will ensure that your premises are within radio range of one of our access points. We may need to drive to your premises and test the reception strength of our signal. Certain fees might apply.

Installation

To arrange your GROUPE-ACCES installation call 1-866-530-7777 ext: 230 or 514-766-3311 ext: 230. Your installation date should be within two to ten days from the date of your call and the appointment made directly with our professional installer. He will call you the day or morning before the installation to confirm the appointment and notify you of the approximate time he will arrive.

Note: The installation fees are paid by the customer directly to the installer on the day of the installation. The installer will quote the customer in advance on an hourly rate or project rate depending on the complexity of the installation. Additional accessories might be purchased such as lightning arrestors, power bars, range extenders etc.

What to Expect on Installation Day

- Initial customer contact by the installer confirming the installation data and time
- Selecting the location of the router inside your home
- Antenna mounting to your home
- Placement of the cabling that connects the antenna to the provided wall jack
- Connecting the wall jack to the router
- Testing of the connection with the Network Operations Centre
- Clean up from the installation
- The customer must pay installation costs to the installer

The Simple GROUPE-ACCES Warranty

The simple warranty means you'll never have to worry about your wireless in-home router, as lifetime service and maintenance is included. Technician labour is not included. Your outside antenna is guaranteed against manufacturer defects for one year, not including labour.

Billing and Payments

GROUPE-ACCES operates on a quarterly billing cycle and emails invoices to customers every three months. Customers must pay for the first quarter and equipment in advance of their installation.

Customer payments using a credit card are made online on the **GROUPE-ACCES** secure payments website – <http://payments.acces.com>. Preauthorized credit card billing and preauthorized debit is also available and will be detailed as an attachment to your first invoice.

Late payments will invoke a suspension and subsequent a re-connect charge of \$50. There are usually no advance warnings to suspension. Payment is due anytime before the 1st day of the billing cycle. Your maximum allowed data transfer per month is 5 or 10 Gb for residential clients and 10 or 15 Gb for commercial clients.

Any additional transfer is charged at a rate of \$5 per Gb. Data transfer consists of the aggregate of your entire upload and download traffic.

It would include all your email, VOIP, browsing, FTP etc. If your excess data transfer is minimal (2 Gb or less) then it will simply be appended to your next cycle connectivity invoice. If it is significant then you might be sent a separate billing which is payable on receipt. Remember, data transfer is charged after its usage and connectivity is charged in advance of its usage. The usage counter is reset every 30 days. In the next few months we will be introducing other payment methods such as PayPal as well.

Non-standard port forwarding (Cameras, gaming consoles etc) or special VPN routing changes will be charged \$75 per event.

Snowbirds?

If you are going to be away from your house for more than two months, you can suspend your connectivity for as long as you want. A disconnect fee of \$50 will apply when you suspend the service. This can only be done if your account is current and paid up until the end of the then current cycle. No terms are allowed and you must have had at least 1 billing cycle charged to your account.

Account Set-up Charge

Customers are subject to an Account Set-up Charge when a new account is opened. Currently, the charge is \$75.00. Occasionally this fee is waived during marketing specials and when certain new areas are opened for service.

Frequently Asked Questions

What is Fixed Wireless Broadband Internet Access?

“Fixed Wireless” simply refers to wireless communication between fixed locations. “Broadband” is a term defined by Industry Canada as providing Internet Bandwidth access in excess of 200 Kbps download and upload.

Why should I get GROUPE-ACCES high speed Internet?

GROUPE-ACCES service provides access to the Internet at much higher speeds than dial-up access: up to 5 Mbps download, which is more than 100 times faster than dial-up. A whole new world of content will open up to you with your wireless broadband connection. In addition, you get an “always on” connectivity, which means no dialling-in or other delays to get high-speed Internet access.

Is this technology safe?

Yes, our wireless network is very safe. The power transmitted by our antennas is less than one quarter of the power transmitted by a mobile cellular telephone.

Please check out these links for any safety concerns:

<http://www.ic.gc.ca/eic/site/smt-gst.nsf/fra/sf08792.html>

http://www.mmfai.org/public/docs/eng/WLAN_health_Feb09.pdf

<http://www.fcc.gov/oet/rfsafety/rf-faqs.html>

<http://www.rfcom.ca/welcome/indexfr.shtml>

<http://emfandhealth.com/Les%20Normes.html>

<http://emfandhealth.com/Cell%20Phones.html>

How hard is it to use?

Not hard at all. Once we professionally install the **GROUPE-ACCES** high-speed Internet system, you are ready to surf the net at lightning fast speeds. You can use your same web-browser, go to the same sites, use your email, etc. just like you always have...but a lot faster!

I’ve heard that wireless technology is not reliable because it is so new. What is the truth?

The truth is, prior to the introduction of fibre optics, most telecommunication companies that maintained nationwide networks deployed wireless technology. Moving to fibre was more about capacity and cost than about reliability. And, many major Telecommunication companies still utilize wireless architectures within their networks. It has only been the last few years that the cost of wireless technology has become affordable enough to deploy on a widespread basis.

Doesn't the weather impact reliability?

Weather conditions have no practical effect on the wireless link. The attenuation of the radio signal due to rain or snow is insignificant. Much of the reliability "scuttle" again comes from generalizing ALL wireless technologies into one group. Older "wireless" microwave radios did suffer from extreme signal fade because of weather conditions. The technology deployed by **GROUPE-ACCES** does not have these characteristics. However, ice or snow build up on your antenna might temporarily reduce reception, depending on your distance from the GAC access point. Satellite internet systems are very much prone to interference caused by the weather.

Is Wireless Broadband Internet Access secure? Isn't this just like Wi-Fi?

The **GROUPE-ACCES** wireless network is very robust and secure. Because the network does not strictly adhere to the IEEE 802.11b (Wi-Fi) standard, there are a number of inherent security features built in. The first is AES (Advanced Encryption Standard) data encryption, the highest level of security available. A second method deployed within the **GROUPE-ACCES** network is FHSS (frequency hopping spread spectrum). FHSS utilizes a greater number of frequencies (79) and "hops" between a predetermined and controllable sequence of frequencies, whereas, in a true Wi-Fi deployment the channel is defined (1 of 14) and operates in a fixed frequency making it much easier to "tune in" the signal. To "tune in" a FHSS signal would require knowing the number of frequencies, the actual frequencies and the hopping sequence. We have also begun deploying recently the even more secure OFDM technology as well.

Will I be able to use a virtual private network (VPN) with the service? Is it secure?

GROUPE-ACCES supports VPN's and there are also no issues with the use of SSL-based VPNs on the network. Our data network is as secure as wired technologies such as DSL and Cable Modems. Regardless of the type of Internet connection you use, it is a good idea to use anti-virus software and take some basic steps to prevent malicious users from being able to access files on your computer. Sometimes a onetime per event fee of \$75 is charged in order to accommodate the load balancing requirements of your VPN connection

How does wireless compare to DSL and cable?

Wireless technology can provide greater bandwidths (much faster), better availability in rural areas and can provide large savings for customers who require high speeds in the T1 and greater bandwidths. DSL has distance and speed limitations based on the location of the telephone companies CO (Central Office) and is not currently available in many of the rural areas. Cable systems are also not as widely available and may become congested with users sharing the same cable all vying for bandwidth. Another benefit of a wireless connection is management. The **GROUPE-ACCES** network allows for scalability; as your bandwidth needs grow, an upgrade to higher capacity is a simple phone call to **GROUPE-ACCES**.

How does wireless compare to satellite broadband services?

Wireless technology can provide greater bandwidths (much faster) than satellite broadband services and can provide large savings for customers as well. Satellite broadband is more affected by bad weather due to the long distances (40 thousand kilometers that the signal has to travel). This also introduces greater latency which can affect quality of voice telephony and video transmissions. Currently a large percentage of our new customers are transferring from satellite broadband.

Why don't the phone and cable companies offer this technology?

Phone and cable companies rely on wires coming to your house to provide Internet services. In rural and semi-rural areas, the costs of running these wires to every house are prohibitive. Wireless technology allows **GROUPE-ACCES** to reach homes and businesses not served by phone and cable broadband services. **GROUPE-ACCES'** goal is to provide affordable high-speed service throughout the Laurentians.

What about line-of-sight and non-line-of-sight? Don't buildings and obstructions cause problems?

GROUPE-ACCES utilizes both LOS (line-of-sight) and NLOS (near or non-line of-sight) technologies within our network. Line of sight applications require that the subscriber's antenna be able to "see" the tower antenna. **GROUPE-ACCES** has deployed over 100 towers in the Laurentians to enhance our coverage area.

Why does GROUPE-ACCES have so many towers and relay points?

GROUPE-ACCES places its towers and relays for optimum coverage. Simply stated, in order to ensure maximum coverage in a given area, overlap is often required. Even though a tower can transmit and receive at distances of 10 miles or more there are many obstructions that may result in a non-serviceable location. Hills, trees, valleys, buildings, etc., can all cause issues. With overlap, **GROUPE-ACCES** has created a network of locations allowing more access and availability for broadband services. However, even with our deployed OFDM towers, coverage is not absolute.

How large are the antennae and what do they look like?

Our current antennas range in size from a 2" x 6" outdoor antenna to an 11" x 11" x 2" flat panel directional antenna. These antennas are very lightweight and are no more difficult to install than a satellite TV dish. The cables used to connect the antenna to the subscriber unit are 1/4" and 3/8" in diameter, with the connectors being slightly larger.

Do I need an antenna on my roof?

The antenna is placed to maximize line-of-sight signal reception from our tower. In some cases the antenna can be located on the side of the house, under an eave. In other cases, the antenna might be mounted on the roof, chimney or nearby tree.

Will this signal interfere or be interfered with by any other wireless systems?

Most references to interference issues are the result of poor network deployment, improper placement of antennas, and frequency channel selection. Your subscriber unit puts out a very low power signal and as such is not likely to interfere with other devices. Wireless system providers are also required by Industry Canada not to cause interference with other wireless providers. Occasionally your 2.4 GHz or 900 MHz cordless phone might cause interference. Should that be the case we recommend you use 5.8/6.0 GHz instead.

Why did I lose my signal?

This can happen if the line-of-sight from your antenna to the access-point is blocked. It could be a tree or your neighbour's new addition to his home. It can also happen temporarily when severe weather systems are in the line-of-sight and impair the signal transmission. If the signal is out in your area, our network operating system informs us right away so service can be resumed as soon as possible.

What if I have more than one computer?

The **GROUPE-ACCES** solution can service several computers that are connected – either wirelessly or hardwired – to the in house wireless router. You can easily have more than four computers working in the house and even out on the deck.

What if my computer did not come with a Wireless Interface Card? What can I do?

Most new computers come with built in wireless capability. Many computers come with a 10/100 Ethernet Network Interface Card (NIC) - which you can connect to the provided router. If not, you can find a 10/100 NIC at almost any consumer electronics store, or at an online store. The provided router provides connection points (called “ports” or “jacks”) for you to connect computers with **Ethernet** cables. Plug one end of the cable into the router and the other into the computer’s Ethernet network adapter. Wireless routers alternatively allow computers to connect via **WiFi** technology, if the computer possesses a WiFi network adapter.

What operating systems are compatible with GROUPE-ACCES high speed internet service?

Windows/PC: Windows ME, 2000, XP, Vista or higher.

Mac: OS9, OS 10.2 or higher. Note: some MAC’s might not be compatible with our 128 bit encryption. You might be required to downgrade to 64 bit instead.

Do I have to sign a contract?

GROUPE-ACCES offers you its service unconditionally. You can cancel at any time with no penalties on any tariff except the Basic service. It is your responsibility to give a 90 day notice and to pay to the end of these 3 months. In some markets GAC will provide a 1, 2 or 3 year contract depending on the initial cost of equipment and installation.

What is GROUPE-ACCES’ Privacy Policy?

GROUPE-ACCES has a very strict privacy policy. We never share any information about our subscribers with any other company. Your email address and personal information is safe with us, in addition, **GROUPE-ACCES** does not monitor or log regular Internet activity other than your usage. **GROUPE-ACCES** does reserve the right to log and restrict publicly accessible server hosting activities as needed. Our policy can be read on our web site. Since you are already provided with a secure router, it in fact now becomes your firewall and will thus prevent intrusion into your system. For proper performance you should disable the software firewall in each of your computers.

How do I find out if I can receive GROUPE-ACCES Broadband Service?

Visit our website and fill click the “Check availability Now” button on the wireless page: (http://www.acces.com/en/services/wireless-connectivity_form.asp) or send us an email! We would be happy to verify our coverage capability at your address.

How do I get an email address?

All our residential clients can have up to 5 email addresses, commercial up to 10. Simply email us at: support@acces.com and submit us your list. e.g., jsmith@acces.com One of our team members will reply with your login instructions and passwords.

Do you have Web-Mail service?

All our clients have access to the GAC web mail portal. Follow the link on our home page at www.acces.com or at: http://acces.com/en/customer_webmail.asp

Do you have Microsoft Exchange-Mail service?

Yes, both via a free download client of Outlook 2007 as well as our Web Mail portal. This service is available for an extra monthly charge of \$15 per address.

What should we do if our router or computer appears frozen and there appears to be no connectivity?

A number of steps can be taken before calling or emailing for help. First we have to determine whether the problem is at your computer, your router, your antenna, at our access point or system wide.

Step 1: Determine if your computer has been assigned an IP address by your router. This can be done by using your computers diagnostic tools. If you do not have an IP then restart your router by unplugging the power connection only. Make sure that the internet and LAN lights are lit. Make sure that the Wi-Fi light is lit if you are trying to connect via wireless. You can also try to connect by wire directly to the router. If you have an IP then proceed to step 2.

Step 2: Determine if your outside antenna is properly connected to the router. To do this, make sure that the internet light is lit on the router. Also, follow the wire from the router that plugs into the power splitter coming from the antenna on your roof. It is usually located near the router or in your basement utility room. If there are any lights on the splitter, make sure they are green. If there are no lights, try restarting your antenna by powering down and re-plugging the unit. Then return to your computer and try again.

Step 3: If nothing works and you do not have access to dial up, you can call our support line at: 514-766-3311 ext 230 or 231. If you have access to dialup or cellular internet, you can email us at: support@aces.com All support requests are read within 4 hours except between 10:00 PM and 8:00 AM. If the failure is system wide then you will probably not get a reply since network technicians will have already received an alarm. Similarly, if the failure is due to one of our upstream network providers, they would have received an alert from us as well.

Should I reset my router or radio antenna?

Never!!! Avoid pressing the hidden button in the recessed hole in the back of your router or the underbelly of your antenna. This action will erase all the memory and should only be done by a qualified technician or if instructed to by one of our support personnel. Should either of these devices become reset, a \$75 reprogramming charge will apply, plus transportation costs to and from your location.

What are my real internet speeds?

Our advertised speeds are the maximum available for the specific package you subscribe to. They do not indicate the minimum speed available since that would be determined by varying factors including overall internet traffic.

What other services do you provide?

- Web Hosting
- Microsoft Exchange Hosting
- Blackberry Enterprise Email services
- Domain name registration and SSL certificates
- ADSL Broadband throughout Quebec and Ontario
- Web Site Design Services
- VOIP (IP Telephony) coming soon!

Configuring Your Email Software

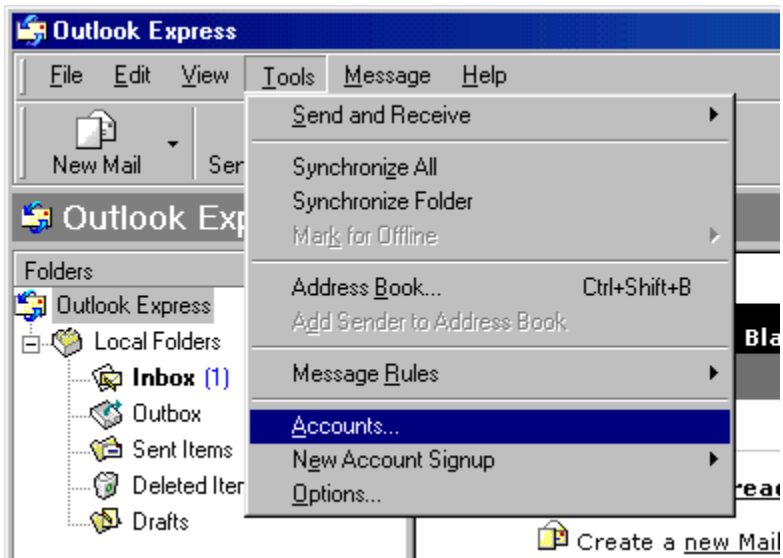
Note: For all email software programs, configure the SMTP outgoing email server as: **smtp.sansfilquebec.com**

Configuring the POP3: Use the same POP3 account name as your home account i.e. pop3.sympatico.ca or mail.videotron.ca

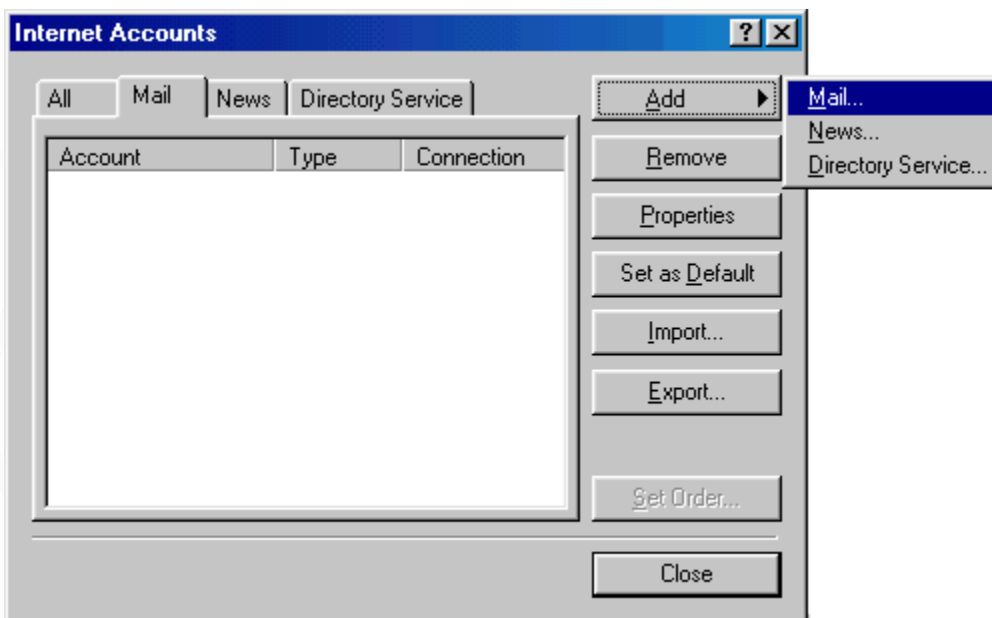
Configuring Outlook & Outlook Express

To configure this email client with the *POP before SMTP* relay:

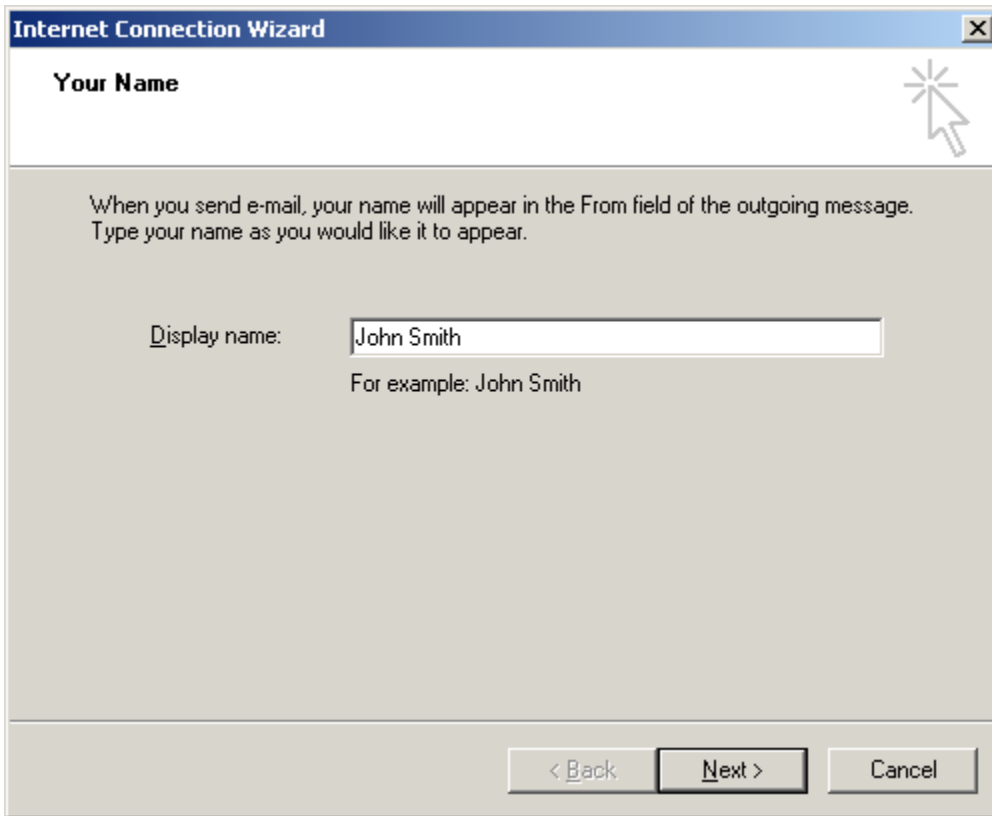
1. Open Outlook Express.
2. In the menu bar, go to the Tools drop-down menu and select Accounts.



3. On the page that shows, click Add and select Mail.

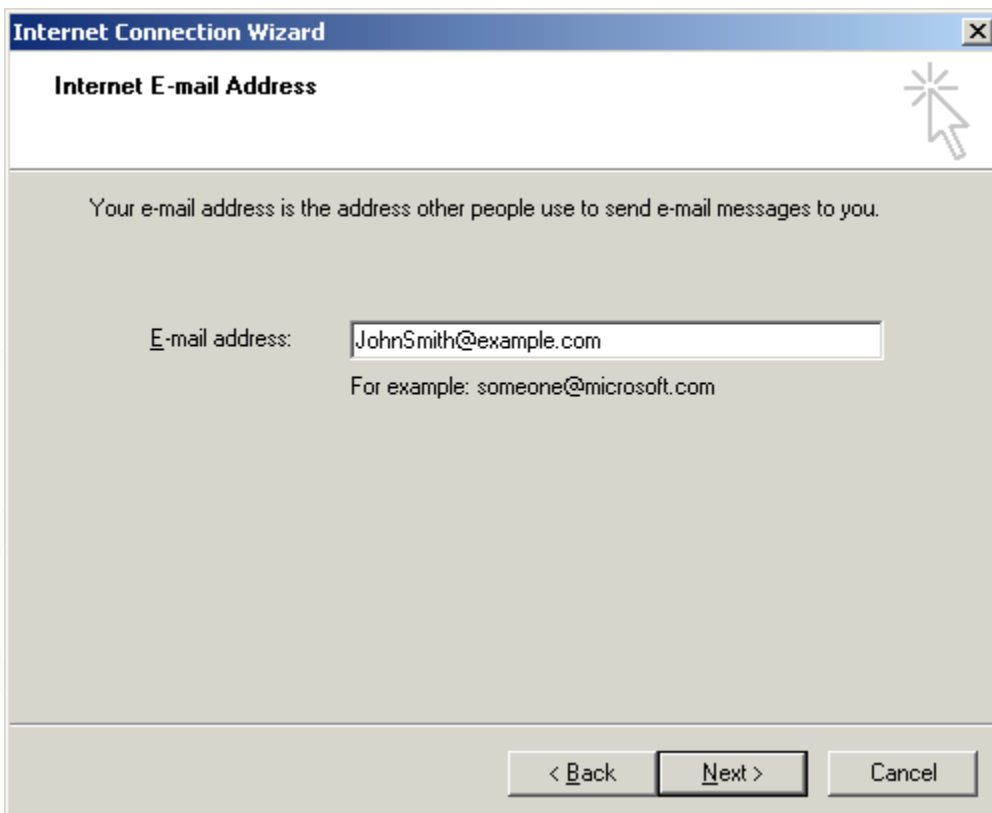


4. On the wizard page that shows, enter your name in the field and click Next to proceed.
Note: this email will appear when you send out emails.



The screenshot shows a window titled "Internet Connection Wizard" with a close button in the top right corner. The main heading is "Your Name". Below the heading is a mouse cursor icon. The text reads: "When you send e-mail, your name will appear in the From field of the outgoing message. Type your name as you would like it to appear." There is a text input field labeled "Display name:" containing the text "John Smith". Below the field is the text "For example: John Smith". At the bottom of the window are three buttons: "< Back", "Next >", and "Cancel".

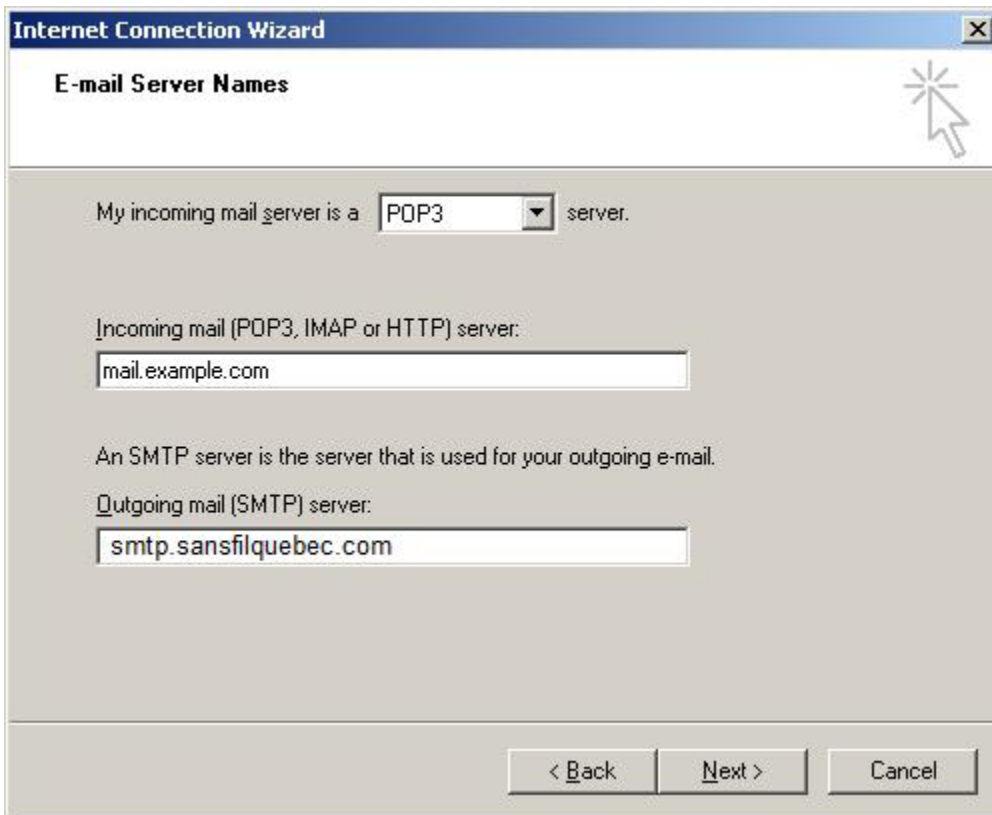
5. On the page that shows, enter your Email Address and click Next to proceed.



The screenshot shows a window titled "Internet Connection Wizard" with a close button in the top right corner. The main heading is "Internet E-mail Address". Below the heading is a mouse cursor icon. The text reads: "Your e-mail address is the address other people use to send e-mail messages to you." There is a text input field labeled "E-mail address:" containing the text "JohnSmith@example.com". Below the field is the text "For example: someone@microsoft.com". At the bottom of the window are three buttons: "< Back", "Next >", and "Cancel".

6. In the form that shows:

- in the drop-down box, choose *POP3* as your *incoming server*; Use the same POP3 account name as your home ie pop3.sympatico.ca
- enter the *Mail Server Name* for both *Incoming Mail* and *Outgoing Mail*;
- enter **smtp.sansfilquebec.com** as your outgoing mail server
- click Next to proceed.



The screenshot shows a window titled "Internet Connection Wizard" with a sub-header "E-mail Server Names". The window contains the following text and input fields:

My incoming mail server is a server.

Incoming mail (POP3, IMAP or HTTP) server:

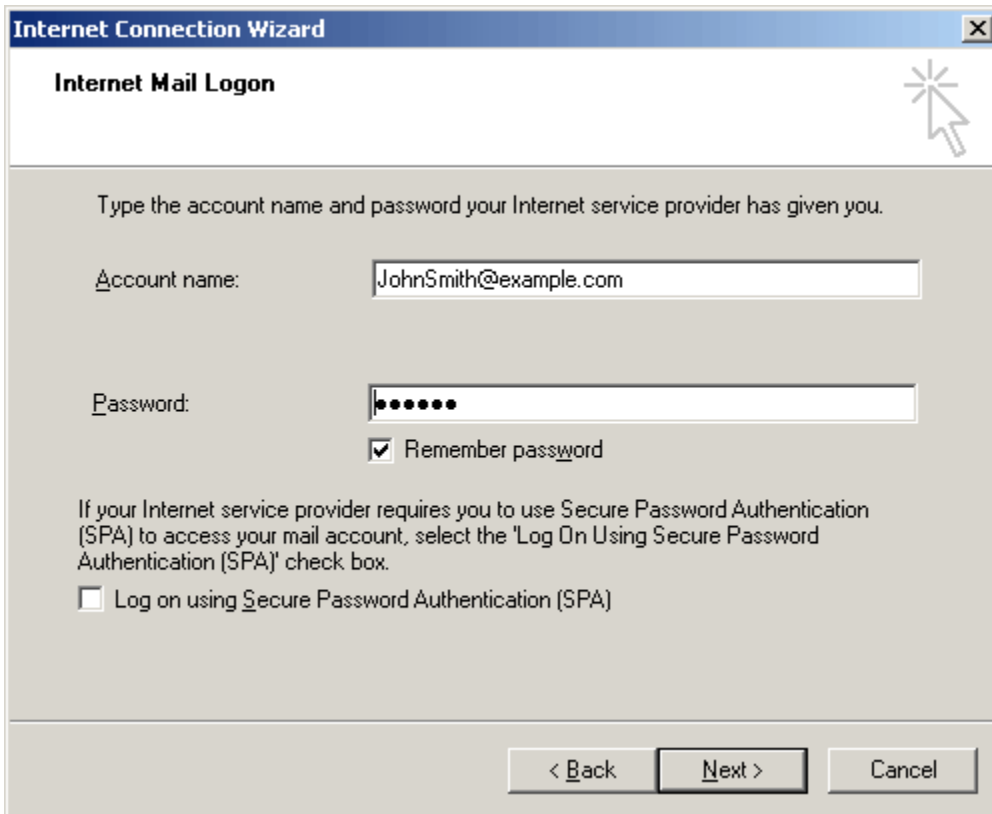
An SMTP server is the server that is used for your outgoing e-mail.

Outgoing mail (SMTP) server:

At the bottom of the window are three buttons: "< Back", "Next >", and "Cancel".

7. On the page that appears:

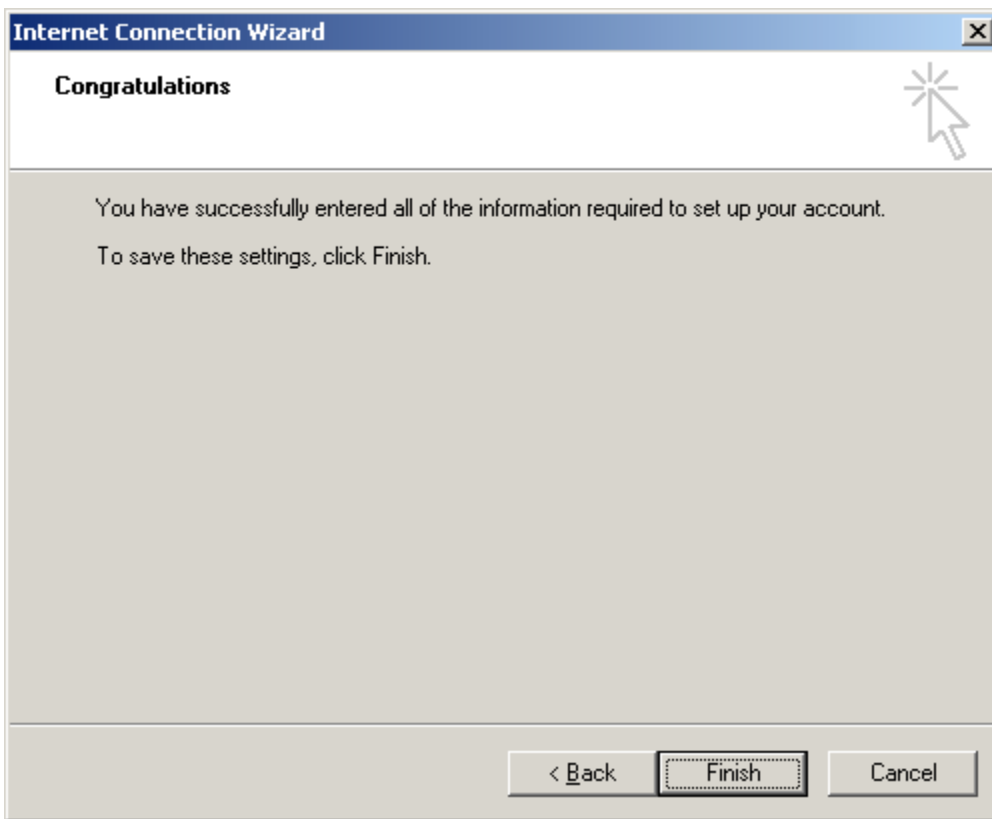
- make sure to enter **full** email address in the *Account Name* field;
- enter mailbox password in the *Password* field;
- check the *Remember Password* box to avoid entering it every time you check or send email;
- click *Next* to proceed.



The screenshot shows a Windows dialog box titled "Internet Connection Wizard" with a sub-header "Internet Mail Logon". The dialog box contains the following elements:

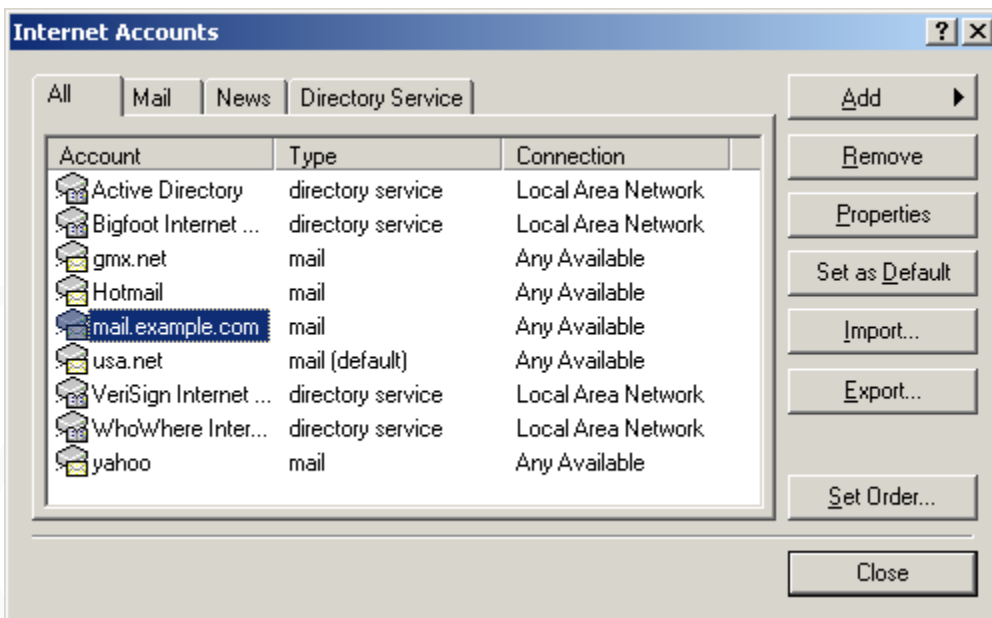
- A close button (X) in the top right corner.
- A mouse cursor pointing to a star icon in the top right corner.
- Instructional text: "Type the account name and password your Internet service provider has given you."
- An "Account name:" label followed by a text input field containing "JohnSmith@example.com".
- A "Password:" label followed by a password input field containing six dots.
- A checked checkbox labeled "Remember password".
- Instructional text: "If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box."
- An unchecked checkbox labeled "Log on using Secure Password Authentication (SPA)".
- Navigation buttons at the bottom: "< Back", "Next >" (highlighted with a black border), and "Cancel".

8. On the page that shows, click Finish to save settings and get back to the list of email accounts

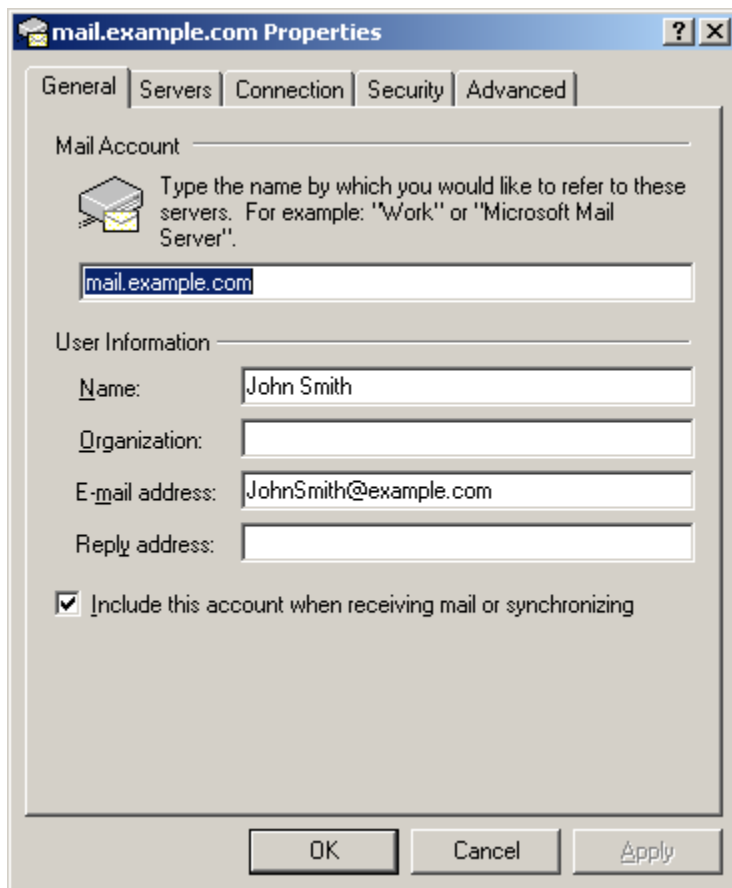


9. Now that email account is created, select Accounts from the Tools drop-down menu in the menu bar.

10. On the Internet Accounts window, select the newly created mail account and click Properties to edit the settings for your email account.



11. On the Properties page that appears, choose the General tab and check the settings of your email account.



The screenshot shows a dialog box titled "mail.example.com Properties" with a blue header bar containing a help icon, the title, and a close button. Below the header are five tabs: "General", "Servers", "Connection", "Security", and "Advanced". The "General" tab is selected. The dialog is divided into sections: "Mail Account" with a folder icon and a text box containing "mail.example.com"; "User Information" with fields for "Name" (John Smith), "Organization", "E-mail address" (JohnSmith@example.com), and "Reply address"; and a checkbox labeled "Include this account when receiving mail or synchronizing" which is checked. At the bottom are "OK", "Cancel", and "Apply" buttons.

Here you can:

- set the name that will show in your letters
- set reply email (should be the same as email)

12. Click Apply and OK to save settings.

Online Movie Tutorials

Visit our online Client Support Centre to see interactive movies on setting up your account. Go to <http://www.clientsupportcentre.net/?page=movies>

Notice: All our terms and conditions are subject to change without notice. We will attempt at all times to keep our web site updated as often as possible with any significant changes.

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