

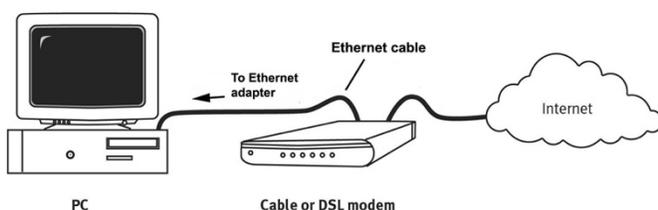
We use the Internet all the time, but when it comes time to purchase an Internet package, where do you begin? This guide will provide basic information to assist you in selecting the Internet package that will fit your needs.

Let's start with the types of internet available:

Wired Connections	Wireless Connections
<p><u>DSL</u>: Uses existing phone lines (without interrupting telephone use!)</p> <p><u>Cable</u>: Uses existing cable lines (without interrupting cable TV access)</p> <p><u>Fibre</u>: Uses cable lines that have been upgraded from copper to a Fibre Optic network.</p> 	<p><u>Satellite</u>: Uses a satellite dish and receiver</p> <p><u>LTE</u>: Uses a mobile network (the same network that cell phones use)</p> <p><u>Fixed Wireless</u>: Uses radio signals</p>

Internet service providers like Rogers or Xplornet offer different types of Internet in your neighbourhood. Depending on which type of internet you sign up for, you can expect to receive or need some specific equipment:

- Modem: This is the device that connects your home to the Internet through your internet service provider.
- Router: This is the device that creates a home network so that all the devices in your house can talk to each other (for example, if you have multiple computers or a wireless printer).
- Receiver: This device is only needed if you are using Satellite or Fixed Wireless services. A Receiver turns satellite and radio signals and turns them into electrical signals that your computer can understand.



Most Internet service providers will loan you a modem that also acts as a router, so expect to see “modem rental” on your monthly bill.

When you are comparing different Internet packages, there are two main factors to consider: speed and data limits.

Speed: Internet speed, also known as “bandwidth,” is how quickly information is travelling to or from your computer. It is most commonly measured in “megabites per second” (MBPS or MBS). There are two ways to measure the speed of your internet:



- Download Speeds: This is how fast information is received by you from the Internet.
- Upload Speeds: This is how fast information is sent from you to the Internet.

Slower speeds mean that websites will take longer to load, videos will stutter or stop, or pictures will load more slowly. Meanwhile, faster speeds mean higher costs.

When you purchase an Internet package, the Internet service provider will advertise the maximum speed available in that package; however, there are lots of factors that will impact the speed you experience:

Internet speeds of 200 Mbps and up are considered very fast. 1000 Mbps is also known as “Gigabit” Internet and is among the fastest speed you can find!

Your Computer: Older computers will struggle to keep up with newer computer programs, including Internet browsers (like Google Chrome or Microsoft Edge).

Your Modem: Older modems may not be equipped to keep up with higher speeds.

Distance: Devices that are connected wirelessly to the modem but are physically further away may have slower speeds. For example, if your modem is in the kitchen but you use the computer in the basement at the other end of the house, your Internet speed may be slower.

You can use an Ethernet cord to plug your computer directly into your modem to improve your speeds!

The Number of Devices Being Used: Many devices (phones, tablets, Smart TVs, laptops) all online simultaneously will compete for bandwidth, slowing everything down.

Only 1-2 people in your house? You probably don't need more than 200Mbps of speed.

The Canadian Radio-Television and Telecommunications Commission (CRTC) set their speed goal for all Canadians at 50 Mbps for downloads and 10 Mbps for uploads.

There are factors outside of your control that can also result in slower speeds, such as heavy traffic on a website (for example, if everyone is trying to access a particular government website) or technical factors (such as work being done by your Internet service provider on the lines in your neighbourhood).

Data Usage: Any time you use the Internet to perform a task (check the weather, send an email, or google a recipe), this uses data. While many Internet service providers offer Internet plans with unlimited data (meaning there is no cap on the amount you can use the Internet), there are still packages with a set amount of data available, and often these packages will be at a lower cost. Packages with limits are typically expressed in gigabits (or GB). There are 1000 megabits in 1 GB. If a plan does have a data limit, there will be additional fees for exceeding that limit (also known as an “overage”). Many ISPs have notification systems in place so you know when you are approaching your limit.

To understand Speed and Data, let’s look at some common use of the Internet and their approximate speed and data needs.

	Average Speed Requirement *	Approximate Data Usage *
Email	1-5 mbps	1+ MB per hour
Instant Messaging and Social Media (ex. Facebook, Twitter, etc.)	1-5 mbps	50+ MB per hour
Streaming Music (ex. Spotify, Apple Music)	1-5 mbps	40-100+ MB per hour
Online gaming (ex. Minecraft, Fortnite) **	3+ mbps **	40-100+ MB per hour**
Video Calling and Conferencing (ex. Zoom, Google Meet)	1-3 mbps	500+ MB per hour
Streaming Movies and TV (ex. Netflix, Crave)	5+ mbps	1 GB per hour

*Numbers are approximate and are based on a single person using a single service at a time.

**Puzzle and card games will not require as much bandwidth, nor will they require as much data, as games like Minecraft or Fortnite.

For more personalized, general estimates, [visit this website](#).

Pricing

Pricing for Internet service varies widely depending on the type of Internet service, speeds, usage, and even location (rural vs. urban). Here are some questions to ask when comparing services:

- What will the Internet service provider charge to make the Internet available at your location?
- What are the forecasted download and upload speeds? Internet packages are often named by their download speed.
- How many devices do you want to connect to the Internet?
- Are there any caps on the amount of data you can access?
- Are there any changes in speed or cost when overages occur?
- How long will the contract last and what happens at the end of the contract term? Does the price automatically increase or continue?
- Bundles: Often Internet service providers will encourage you to “bundle” services to save money (whether it’s adding a TV service, a phone line, etc.). Ask: what happens to those services at the end of the contract term?

Common Internet Service Providers in Innisfil

Ready to start shopping? Here are some of the local Internet Service Providers:

<u>Bell Canada</u>	<u>Rogers</u>	<u>Xplornet</u>	<u>Vianet</u>
1 866 778-5529	1 866 210-4059	1-877-969-3152	+1 (800) 788-0363
Offers: <ul style="list-style-type: none">• DSL• Fibre	Offers: <ul style="list-style-type: none">• Cable	Offers: <ul style="list-style-type: none">• Satellite	Offers: <ul style="list-style-type: none">• Fixed Wireless

Visit the [Government of Canada’s Website](#) to find more information about what Internet Services are available near you. You can also visit their website to [learn more about Internet services](#) in Canada and [your rights as an Internet subscriber](#).

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