

Internet / WiFi Frequently Asked Questions

What is WiFi?

WiFi is technology that connects your personal devices, such as your tablet, smartphone or laptop, to the Internet without a physical wired connection. This technology transmits radio signals to and from your modem so you can browse webpages, stream videos or play online games.

What are some factors that affect WiFi?

The speed and reliability of your WiFi connection can be impacted by a range of factors, including:

- Interference from radio devices
- WiFi interference
- Bandwidth sharing
- The specification of your device
- The size and building material of your home

Why am I having speed issues with this one specific device?

WiFi speeds may be slower on older devices, such as early generation smartphones, tablets and iPads. Depending on when your device was manufactured, it may not be able to reach the top speeds offered by your Internet plan.

where can I go to check my Internet speed?

You can easily test the speed of your internet connection by using this link:

<http://babylon.bb.telus.com/speedtest>.

What is WiFi congestion?

WiFi signals operate only on certain radio frequencies. Congestion on these frequencies are problematic due to high-density living. WiFi networks can become overcrowded, just like traffic on highways. The number of neighbouring WiFi networks around your home can have a negative impact on your WiFi performance. Installing [Xtend WiFi](#) can help with WiFi congestion.

How do I restart my modem/gateway?

Many Internet issues can be quickly solved by rebooting your modem. Follow these easy steps below to reboot your modem/gateway:

1. Disconnect the power cord on the back of the modem/gateway.
2. Wait 30 seconds.
3. Connect the power cord back into your modem/gateway.
4. Wait a few minutes until the modem/gateway comes back online and check your Internet connection.

What are data charges for over usage?

Although our data limits are some of the highest in the industry, Mascon internet data overage is billed at \$0.15 cents per GB.

AirSPEED Wireless internet data overage is billed at \$0.35 per GB.

Where can I check my data usage?

You can track your data usage and more using the My Mascon portal. For more information visit mascon.ca/check-data-usage.