HOW IT WORKS

LIAS is a volunteer based society which was created so that members could work as a community to provide internet access to as many of us as possible.

LIAS operates primarily on volunteer labour. The annual or monthly Internet service fee you pay covers the cost of equipment, the bulk carrier fee we pay Telus for our Internet connection and the salaries for our essential technical support and bookkeeping staff.

LIAS is not a faceless, profit-motivated corporation – it is an organization created by this community, run by this community, to serve this community, and it needs this community's support and cooperation to continue offering affordable, quality service

The concept is that management works to maintain the integrity of the system and members take care of their own connections and installations.

Internet not working?

Step1. Turn your computer, router and aerial off. Then turn the aerial, router and computer back on, in that order. Wait for a count of 60 between turning each on.

Step 2. If still out of service contact a neighbour on the same access point to see if others are having problems.

Step 3. If more than one member is without connection then one of them should call the tech line and report the problem with pertinent details. **1.855.SOS.LIAS or 855.767.5427**

Step 4. If the problem is at the member's site then they will need to arrange to have it fixed themselves.

If you want an installer or the tech assistant or the network manager to come to your home then there is a $25.00 an hour charge with a $50.00 minimum. Call 1 855 767 5427, or if you can email, service@lias.ca

Want to Check your usage?

If you want to check your usage, you can log into the Mikrotik system at http://aux.lsqt.net/user/fw as a subscriber and look at your data use etc.

If you don't already have your login and password, email service@lias.ca or phone 855 SOS LIAS, (855 767 5427)

If your login information is not accepted then your info is incorrect or the user manager is down* and you will need to try again later.

Want to understand your usage?

Mb, MiB, MB, Mbps = megabyte

Gb, GiB, GB = gigabyte

There are 1024 Mb in 1 Gb. Your LIAS service is measured in Gb

* The Mikrotik UserManager has been known to stop working if you log in with Chrome or Firefox. This can get a bit confusing. In order to stop the loop, it is necessary to have the cursor pointed at the 'stop page loading x' or the 'browser window x', ready to click, and then hit the return/enter button to close the error dialog box followed by quickly clicking the x to either stop the page loading or close the browser window. Often it is possible to use the 'activity monitor' in OS X or the 'task manager' in Windows to close the browser and stop the loop.