

## Important News for Island Internet Users



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### 1. On Being LIAS:

LIAS is non-profit, community-operated “Internet Service Provider” (ISP). If you are a LIAS “customer”, you are also a member – there is no “them”, only us.

LIAS operates primarily on volunteer labour. The annual or monthly Internet service fee you pay covers 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.

### 2. Choose the RIGHT plan:

The old adage “different strokes for different folks” may apply double for Lasquetians. Some use the internet heavily, to download e-books, audio files, or stream video, while others are content with just a little web browsing to check the news and grab their e-mail. Because LIAS pays for the “bandwidth” we use, it is only fair that heavy users pay a larger share.

To that end, LIAS monitors your bandwidth usage, and suggests that you choose a service plan that will cover your needs so you avoid paying expensive “overage” charges when you exceed your monthly limit. Check which plan your currently subscribed to and paying for, and consider moving to a higher usage plan if you will be using the Internet more heavily.

For current plans, rates, and bandwidth limits, please see:

<http://lasqueti.ca/services/broadband#rates>

### 3. Phantom Bandwidth? Check your Usage!!

All of us who live with small power systems know about “phantom power” – appliances that use power even when they are turned off. But what about “phantom bandwidth”? Can your computer use up Internet bandwidth even when you’re not using it?

**You bet! Here’s how...**

Many software packages perform automatic updates – they discretely download an update and install it for you behind the scenes – very convenient and ensures your computer is always up-to-date. However, what if there was a bug in the update installer and it just kept downloading the same update,

over and over!?? You might not even notice, but would rack up Gb's of bandwidth usage whenever your computer was on!

This scenario actually happened to a LIAS member recently. Fortunately, he was checking his usage and noticed there was a problem. He alerted LIAS and with Larry's amazing help, was able to diagnose and fix the issue – but not before racking up over \$100 in overage charges for the month!! YIKES!

In a more sinister scenario, it is possible that your computer may become infected by a “botnet” virus – these viruses discretely use your internet connection to serve their “master” – at your expense!! Millions of personal computers are infected with botnet viruses, and most users have no idea they are even infected! Checking for discrepancies in your usage could allow you to identify a botnet virus and eliminate it.

And finally, there are file-sharing applications, like “bit-torrent” – with such software installed, your computer becomes a small “server”, providing content to others in the file-sharing network, but using up your bandwidth, perhaps without you being aware!

The key to detecting bandwidth issues early and avoiding overage charges is to **CHECK YOUR USAGE**. Luckily, it is very easy – something you could do in just a couple minutes as you're waiting for your e-mail to download, or checking up on the latest news. Here's how:

### **How to Check your Usage**

1. Browse to: <http://aux.lsqt.net/user/fw>  
(tip: bookmark this site on your “favorites” toolbar for easy access)
2. Log in using your account ID and password (if you don't have this information, see “How to contact LIAS” below)
3. View your current “Download Used” and “Upload Used” on the Account Summary, then check your usage against your monthly bandwidth limit.

Simple! Make it a habit!

For more detailed instructions, with pictures, see;  
<http://lasqueti.ca/services/broadband#renew>

### **4. How to Contact LIAS**

- Service / Support: [service@lias.ca](mailto:service@lias.ca)
- Accounts / Billing: [accounts@lias.ca](mailto:accounts@lias.ca)
- General enquiries: [info@lias.ca](mailto:info@lias.ca)

If you need technical support or want to make an enquiry by phone, please call: **1.855.767.5427** (1-855-SOS-LIAS)  
Leave a detailed message, including your contact info.

For more information see: <http://lasqueti.ca/services/lias>