

Solutions that **shine**.



Sunwire Home Internet

Quickstart Guide

Thank You for Choosing Sunwire!

We pride ourselves on delivering the best service.

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Installing Your Sunwire Home Internet

We make getting online quick and easy!

In The Box

1 x Cable Modem
1 x Power Supply

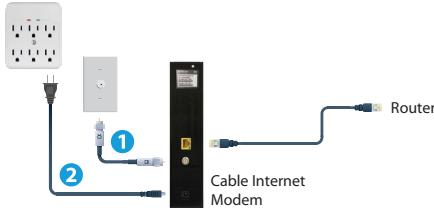
1 x Ethernet Cable
1 x Coaxial Cable

Instructions

(Do not connect equipment until advised by Sunwire)

Did you know?

A UPS (uninterruptable power supply) can keep your Internet working for a period of time during a power outage.



1. Connect the coaxial cable from the wall outlet to the coaxial connector on the back of the modem (hand-tighten to avoid damaging connectors). Contact Sunwire if you cannot find the wall outlet.
2. Connect the modem's power adapter to a surge protector or UPS in an electrical outlet. The modem will automatically power on.
3. The power light will turn on immediately. After 45 seconds, the Upstream light will flash then go solid followed by the Downstream light. The modem's Status light will then flash during connection and stay solid once connected to Sunwire (total bootup sequence takes 1-2 minutes).

Note: It is strongly recommended that your modem's power adapter be connected to a surge protector. Sunwire is not responsible for modems damaged by a power surge (e.g. power outage, lightning strike, etc.).

Frequently Asked Questions

Get answers to the most popular questions.

Below, you will find some answers to our more frequently asked questions. For more help or to perform a Speed Test, please visit our website's support section.

Q. How does Internet usage work?

A. Typical Internet usage such as Email or surfing online, doesn't tend to use much data. However, streaming devices, videos, games and apps can increase usage. Here are approximate guidelines for common file sizes related to online activities (examples are provided as estimates only):

- *Email: 300KB (with small attachment)*
- *HD Photo: 2MB*
- *Music: 5MB per 4-minute song or 75MB per streaming hour*
- *YouTube: 5MB per minute or 300MB per streaming hour*
- *HD Stream or HD Movie: 5GB*
- *Video Gaming: Up to 35GB or more for an HD console or PC game*

Note: 1GB = 1,024MB and 1MB = 1024KB

Q. Does your Internet have Data Limits or Download Caps?

A. No. All of our packages have no download or upload limits.

Q. Do you throttle your Internet speeds?

A. No. We do not throttle our speeds.

Q. How do I configure my Sunwire modem to work with my own router?

A. *Your Sunwire modem will work with any router.*

Q. How do I move my modem to another location in my home?

A. *If you would like to relocate where the Internet signal enters your residence, please contact our Client Services Department. A relocation fee will apply.*

Reasonable and Acceptable Use Policy

Please review the details below carefully.

Internet usage should be considered reasonable and acceptable at all times. Reasonable and acceptable Internet use is usage that's within the breadth of your service plan, is not in breach of any prohibited actions and is not an unreasonable burden on the Sunwire network.

The following actions are considered prohibited:

- access information which you do not have permission to access,
- distribute copyrighted material which you are not authorized to distribute by the copyright holder,
- distribute unsolicited bulk email (spam),
- knowingly transmit malware,
- phishing schemes, virus, trojan, or other harmful software program,
- transmit data that is unlawful, harassing, abusive, or defamatory,
- hack, attack or otherwise cause damage to the Sunwire or any other network, or equipment,
- use our services in any way that could negatively impact our brand, goodwill or reputation,
- abuse or violate the privacy of others,
- abuse or fraudulently use the Internet in any way,
- uploading or downloading, recovering or storing any information, data or material that could be considered defamatory or obscene, contains hate literature or child pornography,
- violates or infringes any right, title to, or interest in, intellectual property belonging to a third party.

If we suspect that the service has been used for illegal purposes, we may immediately terminate the service with or without notice and/or forward the applicable communication and other information to the appropriate authorities to investigate and prosecute. We reserve all of our legal rights.

Visit our website for complete service terms and conditions.



Sunwire Inc.
www.sunwire.ca

If you require any further assistance,
please contact our support team:

support@sunwire.ca
1-833-727-6777

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