

## WIRELESS INTERNET ACCESS – F.A.Q.'S

### What is the “Terms of Use Policy”?

The District of Maple Ridge, in collaboration with Tranzeo Wireless Technologies, is making Wireless Internet Access (WiFi) available here in the outdoor areas of downtown Maple Ridge. We call it **FreeTown**.

While access is free, you should recognize that each time you use this network, you accept the Terms of Use Policy and it is your responsibility to review the policy for any changes that have been made since you last used the network.

In accepting the Terms of Use Policy for the **FreeTown** network, users agree that they will not use such access to violate any applicable law, regulation, or legal precedent. The use of **FreeTown** for the following activities is prohibited:

- Transmitting, posting, or uploading defamatory, abusive, or threatening material or language;
- Violating intellectual property rights;
- Accessing, transmitting, posting, or uploading material that is obscene; or
- Spamming, forging of headers, hacking, intercepting or disclosing electronic communications, distributing viruses or worms, and other destructive activities or violations of privacy.

The privilege to use **FreeTown** may be withdrawn or suspended if usage is not consistent with this policy.

### What do I need to access the **FreeTown** wireless network?

You will need to bring your own laptop computer or PDA and it will need to have 802.11b or 802.11g wireless capability built-in, or you will need to install a wireless network card.

### Can anyone use the **FreeTown** network?

If you have a properly equipped and configured laptop computer or PDA you can use this wireless network. You will have to agree to the Terms of Use Policy in order to access the Internet through this network.

### What can I do with the **FreeTown** network?

You are able to access most of the resources you would normally use on the Internet. However, be aware the Internet is not a secure environment. Users of the **FreeTown** network should practice safe computing. Please refer to the following Microsoft website on working securely from wireless hotspots if you are unsure:

[www.microsoft.com/atwork/stayconnected/hotspots.mspx](http://www.microsoft.com/atwork/stayconnected/hotspots.mspx) .

Users handling financial transactions or other activities that require confidentiality do so at their own risk.

**Is the Internet access filtered?**

Users should be aware that the **FreeTown** network is filtered. A 3<sup>rd</sup> party commercial internet filtering service is used to prevent inappropriate access according to generally accepted standards.

Please be aware that **FreeTown** may block certain Peer-to-Peer (P2P) connections, email attachments larger than 2 MB, and the use of particular ports at its discretion to ensure network performance.

**Does access to the wireless network cost anything to use?**

No, this is a free public amenity for our downtown core.

**How do I connect?**

For complete instructions on how to connect, please visit our Configuration page.

**What if I cannot connect?**

Please ensure your hardware and software are configured correctly, and that you have followed the steps outlined above.

If you are having difficulties, please check the 'What's New' or 'Online Services' sections of the District website - [www.mapleridge.ca](http://www.mapleridge.ca) - to see the status of the **FreeTown** network. It may be down or experiencing difficulties. If the network is down, it will likely be re-established the next business day.

**Can someone help me configure my computer?**

Yes. Check with your personal technical support, or call one of our User Support Associates noted on the **FreeTown** website home page or on the **FreeTown** page of the Online Services section of the District website.

Municipal or Tranzeo staff cannot help configure your computer. Everyone's computer is different and you are responsible for knowing how to configure your own equipment. We cannot be responsible for any changes you make to your computer's settings. This is a free public amenity; consequently, we are not able to provide support for users.

**Contact Information:**

Feedback: [mrwireless@mapleridge.ca](mailto:mrwireless@mapleridge.ca)  
Website: [www.mapleridge.ca](http://www.mapleridge.ca)