

# Chat Transcript

## Chat about BRS Technical Support on 23 Apr 2026 (GMT+0)

Served by: Bell, Micah Jean

- 21:48:02      Welcome to Bell chat. I'm Bell's virtual assistant.
- 21:48:03      Bell: We see you've attempted a virtual repair. Let's connect you with a chat agent who can provide more assistance.
- 21:48:03      Bell: Which service do you need help with?  
(Button) Internet  
(Button) Home Phone  
(Button) TV
- 21:48:04      Consumer: Internet
- 21:48:06      Bell: Okay, let's get you connected to a chat agent.
- 21:48:06      Bell: Please provide any additional information you would like the agent to know.  
(Button) No thanks
- 21:49:28      Consumer: Bell Fibe internet with Giga Hub 2.0 consistently drops signal for 10-15 seconds approximately every 15 minutes or so. Phone support did not catch it and their advice did not help. The virtual repair tool also did not fix it.
- 21:49:29      Bell: Click the button below when you are ready to continue.  
(Button) Connect Me Now
- 21:49:32      Consumer: Connect Me Now

21:49:34 Bell: We appreciate your patience. We are connecting you to a specialist now.

21:49:47 Micah Jean: Good day! Thank you for your patience. You've reached Bell Residential Services — my name is Micah, and I'm happy to help. I'll just take a moment to review the details you've already provided so we can get started. If our chat happens to disconnect, may I have your preferred contact number?

21:52:05 Micah Jean: Hi, I don't mean to rush you, but I'm not receiving any response. Are we still connected?

21:52:21 Consumer: Oh sorry I didn't hear the chat notification

21:52:35 Consumer: Yes we're all good

21:52:44 Micah Jean: Its alright no worries.

21:52:45 Consumer: My preferred contact number is (647) 762-1977

21:52:56 Micah Jean: Thanks! You mentioned you are reaching out because you are experiencing an issue with your internet connectivity, did I get that correctly?

21:53:35 Consumer: Yeah

21:54:16 Micah Jean: I see! Is the disconnection happening even when you are near on the modem?

21:55:02 Consumer: Yes it happens for my computer which is wired over ethernet directly to the modem beside it on my desk. It just happened as I wrote this message

21:56:09 Micah Jean: Alright! Did you already try another ethernet cable and the issue still persists?

21:56:36 Micah Jean: Anyways is this happening as well for the devices via wireless?

21:56:44 Consumer: yes it happens for my phone as well

21:56:53 Consumer: also I don't have another 10Gbps capable cable

21:57:41 Micah Jean: Okay! And you contacted already with the same issue however it didnt resolve?

21:58:02 Consumer: If you see a previous ticket, that was actually a separate issue

21:58:33 Consumer: That issue was resolved by support

21:58:41 Consumer: this is something else that has been persistent

21:59:05 Consumer: even prior to switching out the modem for a replacements, and after a factory reset and reboots

22:00:19 Micah Jean: Alright! Actually I ran a test here for your internet service and it showed excellent on our end and the modem software was updated. But let me dig deeper into this for you.

22:03:37 Consumer: Sure thing

22:04:59 Micah Jean: Thanks!

22:07:11 Micah Jean: Thanks for waiting! I did some configurations here for you and I need to reboot the modem again so that the configurations takes effect on the modem as well right away.

22:07:25 Micah Jean: It will take up to 2-3 mins. for the modem to re-establish a connection but Ill update you once the reboot has ended here on my end.

22:07:43 Consumer: Alrighy, thank you very much

22:07:53 Micah Jean: Thank you as well.

22:08:03 Micah Jean: Reboot has been initiated already

22:10:34 Consumer: Back online

22:10:46 Micah Jean: Thanks for waiting! Can you please try to see if the issue ill still persists on your end?

22:11:16 Consumer: no problem

22:11:33 Consumer: it's going to take some time to possibly see it go offline randomly again

22:11:47 Consumer: could be up to 15-20 minutes from now

22:12:35 Micah Jean: I understand that! For now, can you please unplug and replug the cables at the back of the modem then make sure that the fibre is securely connected.

22:12:50 Micah Jean: Once done let me know so that I can provide you with the best resolution to this.

22:15:49 Micah Jean: Anyways you can also monitor it on your end since I verify that the service was already excellent after the reboot has been initiated but if in case the issue persists on some of your devices you may contact this number from our tech expert: 8662577002

22:16:15 Consumer: it just happened again actually

22:16:34 Micah Jean: Okay! Can you please unplug and replug the cables now on the modem?

22:16:43 Micah Jean: Let me know if you are done doing that

22:17:21 Consumer: which ones? all of them?

22:17:32 Micah Jean: The power cable please

22:21:09 Micah Jean: We value your response and appreciate your time. If you'd like to continue our conversation, please let me know so we can move forward with the chat session. Thank you!

22:21:18 Consumer: alright I'm back online

22:21:34 Micah Jean: Thanks!

22:23:08 Micah Jean: Based on the observed symptoms—specifically the modem or connection drops even the device was connected via wired and affects the wireless connection as well without user intervention, which is outside normal operating parameters—the device is exhibiting signs consistent with an internal hardware or firmware fault. Modem replacement is recommended to resolve the instability and restore normal service operation.

22:23:26 Micah Jean: You have two options: you can visit a nearby store to pick up a replacement or have the new modem delivered directly to your home. Let me know which option works best for you!

22:23:44 Micah Jean: Here are the stores near you:

BELL (SCARBOROUGH TOWN CENTRE-TWO // )416-296-2280

BELL (QUEEN & LEE) // 416-693-7864

22:26:01 Micah Jean: Hi, I don't mean to rush you, but I'm not receiving any response. Are we still connected?

22:26:18 Consumer: Yeah i had an outage again

22:26:29 Consumer: it's getting so much worse now

22:26:45 Consumer: although during the outage my phone seemed to have a stable connection

22:26:57 Consumer: perhaps it may have something to do with my actual PC

22:27:16 Micah Jean: I see! Did you contacted your computer provider already?

22:27:43 Micah Jean: It may be the cause of the equipment itself connected with the modem.

22:28:47 Micah Jean: Because till now the connection here on my end seems stable and excellent. So consider reaching out instead to your computer /PC provider.

22:29:29 Micah Jean: But if in case the issue persist after contacting your PC provider then you can just make a replacement of the modem to the store that sent

22:29:52 Micah Jean: All you need to do is to call the number first before going to that store so they can prepare the equipment beforehand.

22:30:30 Consumer: I built this PC

22:30:35 Consumer: there's no provider to call

22:31:20 Micah Jean: Alright! Then the best we can do here is to replace the modem instead and all you need todo is to follow the instruction that I sent.

22:31:41 Micah Jean: Anyways in most cases since it is a new modem it needs to be reconfigured so most likely an error 1202 will appear but no worries you can call this number to configure it for you 866-797-8686.

22:31:53 Consumer: okay, thanks

22:31:55 Consumer: can you mail it?

22:32:00 Micah Jean: I recommend taking a picture of the back of your modem before disconnecting it.

This will make it easier to reconnect existing cables to the replacement modem.

Only take the defective modem and power adapter to the store.

22:32:26 Micah Jean: Yes the delivery takes 3-5 days

22:32:30 Micah Jean: Would that be okay?

22:32:59 Consumer: yes thats ok

22:33:16 Micah Jean: Alright! Can you please verify your shipping address?

22:34:54 Micah Jean: REMINDERS!

You will be provided with the instructions on how to set up the modem and the power adapter (Do not re-use the old power adapter)

Please ensure that you remove all the cables connected to your defective modem and insert them into your replacement when it arrives.

The replacement modem will include a prepaid shipping label to return your defective modem.

You can also arrange a Purolator pick up by calling the number found on the return label.

Please return the defective modem using the prepaid label within 30 days of receiving the equipment.

22:35:19 Micah Jean: Is this the correct shipping address 59, NEILSON, M1M 2S5, SCARBOROUGH, ON/

22:37:08 Micah Jean: We value your response and appreciate your time. If you'd like to continue our conversation, please let me know so we can move forward with the chat session. Thank you!

22:37:17 Consumer: yes

22:37:22 Consumer: that's the correct address, apologies

22:37:23 Micah Jean: Great!

22:37:29 Micah Jean: Thank you! Replacement modem has been sent to processing. Delivery will take 3-5 days to receive.

22:37:37 Micah Jean: Aside from that, is there anything else I can help you with today?

22:38:52 Consumer: nah, that's as far as we can go I suppose

22:38:55 Micah Jean: Alright! It's always a pleasure assisting you—this is Micah signing off and wishing you a fantastic day ahead. You can easily manage and monitor your account through the self-serve mobile app or by visiting our website at <https://mybell.bell.ca/Login>. Thank you for choosing Bell! To end this chat, simply click the “...” in the top-right corner of the chat window and select End chat. Stay safe!

22:38:58 Consumer: Thank you very much for your time and help