

Chat Transcript

Chat about BRS Care on 19 Apr 2026 (GMT+0)

Served by: Bell, Bernice

16:56:19 Welcome. I'm Bell's virtual assistant. I use AI to offer you assistance, quickly.

16:56:19 Bell: Are you a current Bell customer?
(Button) Yes
(Button) No

16:57:25 Consumer: Yes

16:57:26 Bell: How can I help you?

16:57:36 Consumer: Reconnect to previous agent

16:57:38 Bell: What would you like to discuss today?

16:57:47 Consumer: Reconnect to previous agent

16:57:48 Bell: I understand. To help you get the right support, could you give me a general idea of what you need? For example, are you looking to add a new line, upgrade your phone or get help with billing?

16:57:59 Consumer: No, reconnect me to the previous agent.

16:58:01 Bell: Certainly, I can connect you with an agent. To help me find the right one, please answer a couple of questions.

16:58:02 Bell: Which service are you inquiring about? Please select the most applicable option below:
(Button) Mobility
(Button) TV
(Button) Internet
(Button) Home phone
(Button) Smart home

16:58:04 Consumer: Internet

16:58:05 Bell: To connect you to the right agent, are you looking to:
(Button) Shop for new service
(Button) Get support for existing service

16:58:08 Consumer: Get support for existing service

16:58:10 Bell: Okay, let's get you connected to a chat agent.

16:58:10 Bell: Please provide any additional information you would like the agent to know.
(Button) No thanks

16:58:14 Consumer: I need to speak with an internet technician about deeper more detailed technical issues I have with my custom setup running on my Bell internet.

16:58:16 Bell: Click the button below when you are ready to continue.
(Button) Connect Me Now

16:58:17 Consumer: Connect Me Now

16:58:19 Bell: We appreciate your patience. We are connecting you to a specialist now.

16:58:40 Bernice: Hi, good day! Thank you for waiting. You've reached Bell Residential Services Chat Support. I'm Bern, and I'll be assisting you today. Please give me a moment to review your details so I can help you better.

16:59:17 Bernice: Hi there! Thank you for choosing to reach out and letting us help you. To make sure we are on the same page, you need assistance in your internet . Did I get it correct?

16:59:36 Consumer: Yes, I need to speak with an internet technician.

16:59:58 Bernice: Can I have the account number, please?

17:00:32 Consumer: So I don't have access to the account number right now, can I verify with other details?

17:01:22 Bernice: You can check it on your MyBill statement on your email account

17:02:30 Consumer: I don't have access to intricate account details like that right now, my father is the account holder and I'm not home at the moment.

17:03:22 Consumer: I constantly work from away and rely on the Bell internet back home to be able to connect and actual do my work.

17:04:06 Bernice: We will be needing to validate the account for us to have a fully access on it

17:04:51 Consumer: I've verified here with other details before, though

17:06:29 Bernice: I'll be needing those credentials for me to pull up here on our system.

17:07:06 Consumer: I can give you almost anything besides an account number right now, phone number, address, name, etc...

17:07:42 Bernice: Let me try to locate the phone number

17:08:35 Consumer: Phone number on file should be (416) 986-1953, for Charles Beresford or Carlos Beresford.

17:09:31 Bernice: I'll be sending a text code on (416) 986-1953

17:09:46 Bernice: Please provide to me the 6 digit code

17:11:49 Consumer: 881841

17:12:26 Bernice: Thank you! How can I help for this internet?

17:13:37 Consumer: I need to speak with a technician because I have deeper issues that customer support usually seems not to have answers for.

17:14:21 Consumer: I don't need an in-person visit, I just need to speak with someone knowledgeable about the technical features of our Giga Hub 2.0 and Fibe internet.

17:15:54 Bernice: You've reached someone knowledgeable about the Giga Hub 2.0 and Bell Fibe Internet. I can assist with things like:

Giga Hub 2.0 features and specifications
Wi-Fi performance (Wi-Fi 6/6E, coverage, speeds)
Port usage (Ethernet, 10 Gbps port, phone/Fibe TV connections)
Speed, latency, or connectivity concerns
Compatibility with mesh systems

17:16:50 Consumer: Oh perfect, thank you.

17:18:00 Consumer: Well I've been having major problems with port-forwarding and broadcasting that I consistently rely on for my everyday tasks and services I use.

17:20:04 Bernice: What we see most often on Giga Hub 2.0 + Fibe
On this model, port forwarding and broadcast traffic issues usually come from one (or more) of these:

The first one is Advanced security / NAT behavior

17:20:27 Bernice: The Giga Hub 2.0 uses strict NAT + stateful firewall rules by default.

- 17:20:31 Bernice: Even if a port is "forwarded," inbound traffic can still be blocked unless all parameters are exact.
- 17:20:36 Consumer: On a surface level, port-forwarding virtually does not work. I open ports from the browser interface and yet they do not function at all, but only when I force them open via a UPnP software they work. And now recently even that doesn't work.
- 17:21:11 Consumer: yeah I'm not sure how to modify the Hub's firewall
- 17:21:31 Bernice: For Carrier-grade NAT (CGNAT) (very common on Fibe)

If your public IP starts with 100.xxx, 10.xxx, or 172.16-31.xxx, port forwarding will never work reliably.
- 17:21:35 Bernice: Broadcasting services and self-hosted apps are especially affected.
- 17:22:24 Bernice: Manual port-forwarding vs UPnP behaving differently On the Giga Hub 2.0
- 17:22:44 Bernice: Manual port forwarding (browser UI) relies on static NAT rules
- 17:23:09 Bernice: While the UPnP creates dynamic, temporary NAT bindings

17:24:16 Bernice: For reasons tied to Bell's firewall implementation:

Manual rules often fail to bind correctly at the WAN interface UPnP "worked" because it:

First it Bypasses some firewall logic

Second it Opens ports dynamically after traffic is detected

17:25:23 Consumer: Okay I think I understand what you're saying

17:26:18 Consumer: Yeah, because all of my ports get completely wiped and erased if we so much as have an outage of service in the area or even an electrical outage.

17:26:28 Consumer: And I'm forced to do it all over again

17:27:05 Consumer: Initially our public IP started with 142, now recently this week it suddenly changed to start with 72 and I haven't been sure why

17:28:36 Bernice: The IP change (142.xxx → 72.xxx) is a HUGE clue and and good news

17:28:36 Consumer: But how can I get around the setup and rules of the Giga Hub 2.0? it is obviously very capable of the features I need here but all the intricacies make it unreliable. I really don't want to buy a separate \$400 third party router

17:28:46 Consumer: Ah, okay

17:28:57 Bernice: Both 142.x.x.x and 72.x.x.x are real public IPv4 addresses So this means Bell is assigning you dynamic public IPs from different pools

17:29:54 Consumer: I see

17:31:38 Bernice: Option 1: Use Advanced DMZ — but correctly (this matters) Advanced DMZ is the single most important feature if you want to avoid another router.

Option 2: Bind services explicitly to IPv4 (critical)

17:31:49 Bernice: Option 3: Stop using the Giga Hub's NAT table entirely

17:32:54 Bernice: Option 4: Cheap "edge router" without a \$400 purchase

What many people do instead:
Old mini-PC
Old desktop
even a low-end box you already own

You can Install:
pfSense
OPNSense
OpenWRT (x86)

17:34:02 Consumer: Ha yeah I've seen people suggest making a build like that

17:35:31 Consumer: I have been using Advanced DMZ, specifying my PC's MAC address. Can you explain a bit more about Option 2 and 3?

- 17:36:56 Bernice: Yeah, for Option 2: Recent Bell firmware + dual-stack environments cause a subtle failure:
Service listens on IPv6
External IPv4 hits the hub
NAT forwards traffic
The service never answers
- The result on this looks like the port forwarding is broken
- 17:37:20 Bernice: What you can do is:
- On your server / host: Force your services to bind to: 0.0.0.0 or Your LAN IPv4 address Or temporarily disable IPv6 on that device only
- 17:37:39 Bernice: For Option 3: This is counter-intuitive but effective.
- 17:38:13 Bernice: Manual port forwarding depends on:
Static NAT bindings, Firewall hooks and WAN re-sync behavior. Those are exactly what Bell resets.
- 17:38:53 Bernice: Instead, you can Use Advanced DMZ. Let the host OS / service manage exposure or Use host-based firewall rules (Windows Firewall, iptables, etc.)
- 17:39:17 Bernice: One big catch on this: You must harden that host properly. You are effectively placing it at the edge
- 17:41:01 Consumer: Okay I'll see what I can try

17:41:05 Consumer: Another note

17:41:41 Consumer: My LAN IPv4 has been displaying as the public IPv4, that's a normal occurrence with Advanced DMZ right?

17:42:21 Bernice: Yes — that behavior is expected with Advanced DMZ, and what you're seeing is actually an important clue that Advanced DMZ is doing its job.

17:42:57 Bernice: Please let me know if you need anything else?

17:43:59 Consumer: By any chance, are you able to view or modify the configuration on my Hub?

17:45:17 Bernice: no — I can't view, access, or modify your Giga Hub 2.0 configuration directly. And to be clear, that's by design: I don't have access to Bell systems, I can't see your hub remotely, and I can't push configs, run diagnostics, or read logs on your behalf.

17:45:19 Bernice: Your hub and network stay fully private.

17:46:38 Consumer: That's okay, no worries then. Thank you anyways.

17:46:42 Consumer: So to be clear

17:47:22 Bernice: Anything else for you?

17:48:16 Consumer: I should just be able to open any of my ports from the browser interface, yes?

17:48:36 Consumer: Assuming that I've got the Advanced DMZ setup properly

17:49:23 Bernice: No. Even with Advanced DMZ set up properly, you should not expect manual port-forwarding from the browser interface to work reliably (or at all).

17:49:51 Bernice: If Advanced DMZ is already forwarding all inbound traffic to your device, then opening ports in the hub UI should obviously work too

17:50:02 Bernice: But on the Giga Hub 2.0, Advanced DMZ and manual port-forwarding are mutually undermining features, not complementary ones.

17:51:05 Bernice: Anything else?

17:52:43 Consumer: Okay, so then in this scenario the port-handling should be managed by my host device & OS and/or my services?

17:53:07 Bernice: Yep

17:53:46 Consumer: Are there any softwares or windows methods you'd know of or recommend?

17:54:55 Bernice: Option 1: Windows Defender Firewall with Advanced Security
This is the right tool when your Windows machine is effectively acting as the network edge (which it is with Advanced DMZ).

17:55:42 Bernice: Option 2: SimpleWall (WFP frontend) - Great if you want visibility and control without bloating your system.

17:56:16 Bernice: That's all.

17:56:19 Bernice: Anything else?

17:59:06 Consumer: Last thing, remote tools like Parsec and Chrome Remote Desktop both are simply being refused my attempts at outside connections. Would you reckon configuring with Windows Firewall and SimpleWall allow them to function properly?

17:59:42 Consumer: Only problem is I cannot access my machine to reconfigure at this time...which is why I asked if you might be able to modify the Hub from your end ☐

18:00:11 Bernice: yes, configuring Windows Firewall (and SimpleWall if you're using it) will almost certainly allow them to function properly — and the fact that both Parsec and Chrome Remote Desktop are refusing outside connections points very strongly to a host-side firewall or outbound filtering issue, not the Giga Hub or Advanced DMZ.

18:01:17 Consumer: I see, alright

18:01:18 Bernice: I am so sorry, but unfortunately I cannot modify, view, or influence your Giga Hub from my end in any way. Neither can Bell frontline agents remotely change low-level port, NAT, DMZ, or firewall behavior on your individual hub.

18:01:29 Bernice: So there is no remote override I can do, and there is no Bell-side "fix it remotely" switch for this scenario.

18:01:47 Bernice: Anything else?

18:01:56 Consumer: Yeah I understand, that's totally okay. It was more of a last ditch effort 🙏

18:03:21 Consumer: No I think I should be good, you have been so extremely insightful and knowledgeable in ways that I was never expecting to see from a Chat Agent anywhere. And I am highly grateful for your assistance and your time.

18:03:34 Bernice: Thank you for your time and for being one of the nicest customers I had for today! We value your business with us. Again, this is Bern. Cheers and have a wonderful day from all of us here at Bell! You may now close the chat window by clicking the "... " icon at the top right of our live chat screen. Take care and stay safe!

18:03:40 Consumer: Other Bell advisors and phone support made up false info

18:04:16 Consumer: Just lying like "port forwarding is impossible with Bell." so your help is a relief LOL

18:04:49

Bernice: Thank you! Please take care of yourself always.