

Broadband Initiative Project **Frequently Asked Questions**

1) What is the objective of the project?

The main objective of the project is to lower the initial capital investment costs required for Internet Service Providers to provide broadband internet service in areas that have been determined to be under or un-serviced.

2) What type of funding is involved in the project?

Under the Provincial program, three parties (Province, County, and a Private Internet Service Provider) must provide a minimum of \$259,000 each for a minimum project total of \$777,000. Barrett Xplore Inc the private Internet Service Provider selected for the project has elected to contribute 4.3 million to the project.

3) Is the funding sufficient for providing broadband internet to all area of the County?

The funding will help reduce the under and un-serviced areas of the County but it will not eliminate all of the under or un-serviced areas. The County is hoping to continue to phase in more coverage in the future when more funding comes available from other levels of government.

4) What were the conditions of the project?

The main conditions of the projects were:

- a) Matching contributions by each party involved as mentioned above
- b) Minimum download speed of 1.5 Mbps
- c) Solution must be open access (Other providers can use)
- d) Solution must be scalable
- e) Provincial and County funds can only be invested in a area designated as under or un-serviced

5) How was the project (under or un-serviced) area determined?

The Eastern Ontario Broadband Coalition working with the Eastern Ontario Warden's Caucus developed a coverage map for Easter Ontario by surveying the local Internet Service Providers on their available coverage. The Province required that the funds involved in the project must be invested in areas that had been determined by the EOBC as having less than 75% coverage.

6) What is Broadband Internet?

Based on today's technology and applications, high-speed broadband is defined as a high-capacity, two-way link between residents and the internet that is capable of supporting full-motion interactive video applications. A minimum asymmetrical speed of 1.5 megabits per second per individual user is currently required to support these applications.

7) Why is the internet so important that the Province and the County are investing in improving coverage?

With a move by the private and public sector to more self-service, quicker response, more transparency, lower costs and easier access to information, both the internet and technology in general are becoming the corner stone for these initiatives.

Some of the initiatives that have been happening over the past few years are:

- 1) eGovernment – access to government services from web portals on the internet
- 2) eAgriculture – use of the internet to research, collaboration, educate, market, management and business development of crops and livestock by farmers
- 3) eBusiness – everything from advertising to product fulfillment is being done by private companies to service their customers better
- 4) eLearning – delivery of training and course material online to students
- 5) Communications – a majority of communication is being done on the internet such as connecting offices together, telecommuting by employees, e-mails, information through web portals, file sharing, virtual meetings and telephone service.
- 6) Social Networking – interacting with other people and sharing information through web portals such as dating, video sharing and social interaction web sites
- 7) Entertainment – ability to purchase and download multi-media material such as music, radio broadcasts, TV shows, movies, etc. on a permanent or temporary basis. Also the ability to play games online with other individuals for fun and entertainment.

8) Who are the parties involved in the project?

The County's application for funding from the Province was approved August 2007 and the County through an RFP process selected Barrett Xplore Inc as the vendor of choice for the project in October 2007.

9) What type of technology is being used for the project?

The project will use unlicensed fixed wireless technology and will involve the construction of ten towers and two coverage extenders in the project area. Fixed wireless technology requires a radio transmitter called a Subscriber Unit installed in your residence and a radio transmitter called an Access Point installed on a tower. The technology requires that these two units have a line of sight to provide an internet connection. Without a line of sight you will not get a connection.

10) What timeframes are involved in the project?

The project is scheduled to be completed by the end of June 2009. Currently 25% of the equipment has been installed and is operational. Availability of remaining towers is currently being worked out with BXI.

11) Will everyone be able to get internet in the project area?

The project is estimated to provide access to broadband internet to approximately 15,000 residents of the 20,000 that currently don't have access to broadband internet. Unfortunately due to the line of sight requirement, you may not get a connection if something obstructs your view of the tower such as a tree line or rock cliffs.

12) If my residence can't receive fixed wireless internet from any Service Provider in the area is dial-up my only option?

No, BXI also offers a Satellite service that will cover the majority of the areas that can't be serviced by the project. Satellite is a little more expensive and a little slower than fixed wireless but is faster than dial-up.

13) What is the difference between fixed wireless and satellite?

The main difference is the resident's equipment transmits to a tower for fixed wireless which then forwards the information to the internet over either a wireless connection or a fiber line while a satellite system the resident's equipment transmits to a satellite that in turn transmits the information to a base location on earth who then forwards it to the internet over a fiber line. Satellite covers more area than fixed wireless but does not have the same transmission speeds.

14) Are there any special promotions with the project?

The County has negotiated with BXI for free installation of their fixed wireless service for all residents of the County regardless of the project area from January 3, 2008 to June 30, 2009. Free installation is available on all monthly subscriptions except for BXI's ZIP package and with a 3 year contract.

For residents that aren't able to receive BXI's fixed wireless service, the County has also negotiated with BXI an installation cost of \$199 after a \$100 discount for their satellite service with a 3 year contract from January 25th, 2008 to January 24th, 2009.

15) What are the costs involved in getting broadband internet at my home?

The monthly subscription rates and features for the different home internet packages from BXI are available at:

<http://www.xplornet.com/packages.php?type=res>

The monthly subscription rates and features for the different business internet packages from BXI are available at:

<http://www.xplornet.com/packages.php?type=bus>

16) How do I find out if and when my residence can get fixed wireless service from BXI?

There are several ways to find out:

- a. Sign-up at WWW.XPLORNET.COM by clicking the Leeds & Grenville link under the Community Partners section
- b. Call Xplornet at 1-866-841-6001
- c. E-mail Xplornet at info@xplornet.com
- d. Contact a dealer (See attached Dealer's list)

17) How do I find out more information about the project?

- a) To find out information about the Province's Rural Connections program go to:

Guidelines:

<http://www.omafra.gov.on.ca/english/rural/ruralconnections/guidelines.htm>

Maps:

<http://www.omafra.gov.on.ca/english/rural/ruralconnections/mapeast.htm>

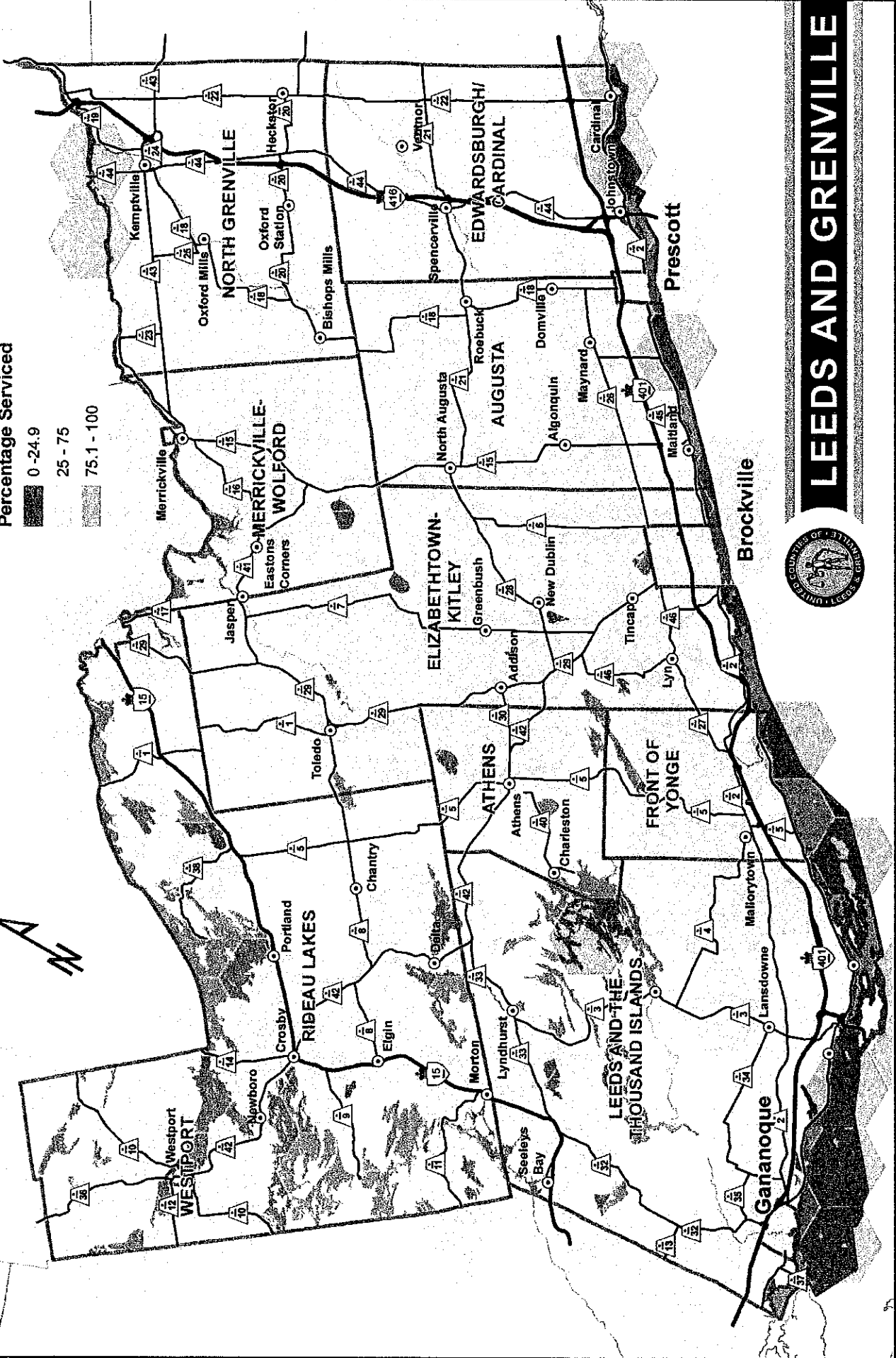
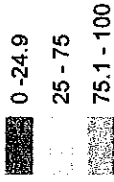
FAQ:

<http://www.omafra.gov.on.ca/english/rural/ruralconnections/faq.htm>

- b) To find out information about the County's participation in the project go to:
http://www.uclg.ca/en/news_events/index.asp
- c) To find out about what BXI is doing with the project go to:
http://www.xplornet.com/partnership_leedsgrenville.php

Eastern Ontario Broadband Coverage

Percentage Serviced



LEEDS AND GRENVILLE