

## EOWC/Xplornet Satellite Offering Frequently Asked Questions

### Background:

Barrett Xplore Inc. (Barrett) and the Eastern Ontario Warden's Caucus (EOWC) have signed an agreement that means we will be providing Xplornet Satellite High-Speed to as many as 21,000 households in Eastern Ontario. This agreement is part of the Caucus's broadband project known as the Eastern Ontario Regional Network (EORN) whose goal is to bring broadband to the region.

### Key Highlights

The agreement has two phases to it:

#### Phase 1: January 24, 2011 to December 31, 2011

- 1.5Mbps package for \$69.99 per month, a savings of \$50 per month compared to the current monthly price for Xplornet's equivalent in market Satellite package
- New customers can obtain service for as little as \$99 upfront (3 year contract), a savings of \$199.00
- Current customers can upgrade to the 1.5Mbps package at no cost if they have 12 months or more remaining on their contract or agree to a new 3 year contract

#### Phase 2: January 1, 2012 forward

- Based on the new 4G High Throughput Satellites being launched in 2011
- Faster packages with great bandwidth allowances will be available to consumers
- The 1.5Mbps Phase2 package will be priced at \$49.99 per month, a further savings of \$20 per month, and 3.0 and 5.0Mbps packages will be available
- Customers who have 12 months or more remaining on their contract at the time of Phase 2 availability will be able to upgrade to the new packages as no cost

### FAQs:

#### **General**

##### **1. What is EOWC/EORN and who is Barrett/Xplornet?**

*The EOWC Inc. represents more than one million people and thousands of businesses across the 13 counties and single tier municipalities that make up Eastern Ontario. The Eastern Ontario Regional Network, supported through significant Federal and Provincial financial support, is the Caucus' new high-speed, high-capacity broadband network that*

*will bring access to the Internet to an area of more than 50,000 square kilometers (about the same size as Nova Scotia). Visit [www.eorn.ca](http://www.eorn.ca) or [www.eowc.org](http://www.eowc.org) for more details.*

*Headquartered in Woodstock, New Brunswick, Barrett Xplore Inc. operates Xplornet Internet Services, Canada's largest rural broadband provider, with customers and dealers in every province and territory. Barrett Xplore aims to bridge the urban/rural digital divide by ensuring that every Canadian, regardless of where they live, has access to broadband, thereby enabling them to compete effectively in the global economy and gain access to essential government and educational services. For additional information, please visit [www.xplornet.com](http://www.xplornet.com).*

**2. Does your satellite technology provide a good user experience?**

*Yes, our satellite technology provides a real broadband experience. What's more, we are currently building a brand new 4G satellite network, which will be coming online in late 2011. This new network will provide for even higher speeds and more capacity. Customers who sign-up for our satellite service today will, through our agreement with EOWC, be able to upgrade to the new 4G satellite network when it becomes available.*

**3. What plans does Xplornet have to evolve its network?**

*Xplornet has invested in two 4G High Throughput Satellites that are scheduled to launch in 2011 and 2012. The agreement with EOWC allows residents to take advantage of the 1.5Mbps package for \$69.99 per month immediately, and new packages will be available as the new satellites become available.*

*It is anticipated that the first of these satellites will be available to customers in late 2011. At this time satellite customers with more than 12 months remaining in their contract with Xplornet will be able to upgrade to the new packages with no upfront charge. Customers with less than 12 months remaining in their contract will be subject to a charge to convert to the new hardware and upgrade their service, and will be required to commit to a new contract.*

**4. Where do I go if I have further questions?**

*If you are interested in knowing more about Xplornet's technology, services, or traffic management policy please visit [www.xplornet.com](http://www.xplornet.com) or call Customer Care at 1-800-841-6001.*

**New Customers:**

**5. Why does this offer exist?**

*The EOWC and Barrett are working together to provide affordable high-speed to even the most remote areas of Eastern Ontario.*

**6. How much will I save?**

*Our comparable package in unfunded regions retails for \$119.99 per month, so EOWC residents that sign up for 1.5 Mbps service at \$69.99 per month will save \$50 each month. EOWC residents can also sign up for a 3 year contract for \$99 upfront (for a basic installation) which is a savings of \$199 compared to the current Xplornet Satellite promotion in the Ontario market.*

**7. I thought Xplornet service was wireless high-speed from towers? What if I can get Xplornet fixed wireless?**

*Xplornet is unique in the Canadian market in that it offers high-speed Internet using Satellite and Fixed Wireless technologies to provide coverage to 100% of Canada.*

*The current agreement with EOWC is for Satellite services only. Xplornet also offers Fixed Wireless service in many areas of Eastern Ontario. If fixed wireless is available at your location you may be able to obtain a more robust connection at a lower cost. Contact Xplornet or your local Xplornet dealer to determine availability.*

*This agreement with the EOWC is separate from the agreements that Xplornet has made with several municipalities in Eastern Ontario to provide fixed wireless service through Ontario's Rural Connections program.*

**8. Are there other packages available? Will there be?**

*Xplornet does have other packages available on Satellite ranging from 512kbps to 5Mbps and ranging in cost from \$49.99 to \$299.99 per month. All packages other than the EOWC 1.5Mbps packages are available at Xplornet's current in market monthly and upfront prices.*

*When the 4G High Throughput Satellites are in service new packages will be available to EOWC residents. This is expected to occur in late 2011 and customers with more than 12 months remaining in their contract with Xplornet will be able to upgrade to the new packages with no upfront charge.*

*Xplornet also offers Fixed Wireless service in many areas of Eastern Ontario. If fixed wireless is available at your location, you may be able to obtain a more robust connection at a lower cost. Contact Xplornet or your local Xplornet dealer to determine availability.*

**9. What if EOWC/EORN brings terrestrial service to me later?**

*Xplornet is offering contract terms up to 3 years in length to lower the upfront costs for customers to obtain service. The Eastern Ontario Regional Network (EORN) is being built over the next 3 years in stages, beginning with the core backbone network. Xplornet will*

*make available information from EOWC that will give customers an estimate for when (or if) terrestrial service is expected to be available in their area (see next question).*

*If a customer is able to receive terrestrial service from an EOWC funded project earlier than expected or where service was not expected to reach, Xplornet will allow customers to be released from their Satellite contract with 6 months notice.*

**10. What contract length should I take?**

*You should select the longest contract term that you are comfortable with due to your situation or the expected timeframe of the EORN network build in your area. If you choose to cancel service before the end of your contract and not because of an EORN service being available, you will be subject to early termination fees of \$25 per month remaining on your contract to a maximum of \$450.*

**11. What is the warranty? What does rental equipment mean?**

*The agreement with EOWC provides for the Satellite modem to be rented by the customer, and for Xplornet to retain ownership. The cost for this rental is included in the advertised monthly fee for service but will be shown separately on your invoice. Because it is rented, the Satellite modem remains the property of Xplornet will be repaired or replaced by Xplornet in the event of equipment failure, excluding damages due to external causes such as vandalism, misuse, servicing not authorized by Xplornet, etc .*

*At this time and without additional funding from EOWC, Xplornet has decided to offer the entire Satellite system on a rental basis, with no additional cost to the customer and with no additional funding from EOWC. This means that the modem, dish, and transmitter (TRIA) will all be covered by Xplornet.*

*The quality of the professional installation is warranted by the installing dealer for a period of 90 days.*

**12. What does basic installation include?**

*Basic Installation includes the installation of the satellite equipment on the customer premises, and the pointing of the satellite dish and connecting the service to the customer's personal computer.*

*Basic Installation DOES NOT include additional services such as assistance setting up a computer, router, or other Local Area Network, additional cable, the mounting of the subscriber module at a height greater than a standard two-storey house or on additional hardware (ie. tripod, pole, ground mount) in order to provide line of sight to the Satellite, computer clean up, setting up email accounts, or custom routing of outdoor cables*

*The following is a step-by-step description of what's included when a certified Xplornet installer performs a Basic Installation:*

### **Outside the home or building**

*Step 1: after locating a suitable line-of-sight to the satellite, the certified Xplornet installer will mount the outdoor unit (satellite antenna) using the standard tri-mast mount. The outdoor unit can either be wall mounted or roof mounted. Included are antenna sizes 67cm or 74cm.*

*Step 2: the installer will align the antenna to achieve optimal signal reception.*

*Step 3: the installer will run up to 150' of Xplornet approved dual RG6 cable.*

*Step 4: the installer will supply and install the necessary ground block on the exterior of the home or building, which will then be properly grounded according to local regulations.*

*Step 5: the installer will seal all exterior holes and use drip loops on all exterior cables.*

### **Inside the home or building**

*Step 6: the installer will connect the satellite modem to the RG6 cables and perform the required steps to activate the service.*

*Step 7: finally, the installer will test the system with their own PC or the a single PC belonging to the customer to ensure the signal strength is working at its expected service level and Internet browsing is functioning.*

### **13. I live in Ottawa but do not have line of sight for high speed. Why is this offer not available to City of Ottawa residents?**

*The City of Ottawa is not a member of the EOWC. Xplornet has an agreement with the City of Ottawa that required Xplornet to build and maintain a fixed wireless network. This network is complete and customers are able to obtain fixed wireless service in 95% of the rural "broadband gap" areas of Ottawa.*

*Ottawa residents who cannot obtain fixed wireless service do have a satellite offer available to them. Please contact your local Xplornet dealer for details.*

## **Current Customers**

### **14. I am a current Xplornet customer can I receive the new offer released for the EOWC?**

*Yes. Existing customers with 12 months or more remaining on their contract will be able to obtain the upgraded service for the balance of their existing term for no upgrade or installation fee.*

*If you have less than 12 months remaining on your contract, you may upgrade to the new package but will be subject to an upgrade fee, depending on the length of the new contract that you agree to:*

<b><i>New Contract Term</i></b>	<b><i>Upgrade Fee</i></b>
<i>3 year term</i>	<i>Waived</i>
<i>2 year term</i>	<i>\$49</i>
<i>1 year term</i>	<i>\$99</i>
<i>No fixed term</i>	<i>\$149</i>

**15. I am an existing Xplornet customer; do I qualify to receive the equipment coverage available to new customers?**

*Yes, if you upgrade to the new package. Your \$69.99 monthly fee will include an extended warranty charge and your modem, dish, and transmitter (TRIA) will all be covered under limited lifetime warranty and will be repaired or replaced by Xplornet in the event of equipment failure, excluding damages due to external causes such as vandalism, misuse, servicing not authorized by Xplornet, etc .*