

# Broadband: Frequently Asked Questions

Arranged by Maurice Rees

The search has been on and many words have been distributed to the residents and business owners in Colchester and Cumberland Counties since Colchester councillor first raised the matter in 2017. On February 7th a \$60-2-Million broadband initiative was announced. All residents need to understand they will not be receiving improved and wider broadband service immediately. The entire project will take upwards of three years to complete, so patience will be a virtue.

The Shoreline Journal has been able to source a number of questions and answers to help people understand the initiative and what to expect. The data is as follows:

**Will this reach me?**

This project aims to have highspeed internet access available to every address in Cumberland and Colchester. To learn more about the specific options that will be available reach out to Xplornet by calling 1-877-969-3152 or visiting [www.xplornet.com](http://www.xplornet.com)

**When will this reach me?**

The entire project is scheduled to be completed in a three-year time frame. Individuals and businesses will be able to connect as the service becomes available once constructed. For more information contact Xplornet 1-877-969-3152 or visiting [www.xplornet.com](http://www.xplornet.com)

**Will this be true highspeed internet?**

Yes, this will be true highspeed internet. The project aims to reach 100% of households with up to 100Mbps download speeds. The Canadian Radio-television and Telecommunications Commission (CRTC) wants "...all Canadian homes and businesses to have access to broadband Internet speeds of at least 50 Mbps for downloads and 10 Mbps for uploads."

**Is this "fibre-op"?**

Yes. The network will have optic fibre as its 'backbone.'

**How much will the new service cost me?**

To learn more about the specific options that will be available to you, contact Xplornet 1-877-969-3152 or visiting [www.xplornet.com](http://www.xplornet.com)

**Will there still be people who depend on satellite?**

Yes, there will be a limited number of households that will depend on satellite. This service is expected to have a minimum of 50Mbps download speeds.

**Why Xplornet? How were they chosen?**

Xplornet was chosen by both the Municipality of Cumberland and the Municipality of Colchester through a formal procurement process.

**What about my current company?**

As always, you can choose to purchase your internet service from any company you wish.

**Will there be data caps?**

Packages without data caps will be available. To learn more about the specific options available contact Xplornet at 1-877-969-3152 or visiting [www.xplornet.com](http://www.xplornet.com)

**Why is my municipality spending money on this?**

Highspeed internet is key to our quality of life and economic future. Access to highspeed internet is about building better communities. Municipal spending has enabled \$60 million of new investment in our region.

**Will my municipality own this?**

The municipalities will not own the network. Xplornet will own the network and will be responsible for repairs and maintenance to the network as well as all aspects of providing residential highspeed internet.

**What's the Municipality getting for this money?**

The Municipalities of Cumberland and Colchester each gain an Indefeasible Rights of Use (IRU) for two pairs of maintained dark fibre on all Xplornet-owned fibre throughout Cumberland and Colchester built as part of this project for use of the Municipalities on a twenty-year IRU.

**What is dark fibre?**

Dark fibre or unlit fibre is an unused optical fibre, available for use in fibre-optic communication. It can be used to create a privately-operated optical fibre network that is run directly by its operator over dark fibre leased or purchased from another supplier. This

is opposed to purchasing bandwidth or leased line capacity on an existing network. Dark fibre networks may be used for private networking, or as internet access or internet infrastructure networking.

**How will the Municipalities use the dark fibre?**

Purchasing dark fibre rights allows the Municipalities to create and offer fully private networks. As such, we hope to be able to work with other levels of government and industry to pilot health care solutions, do agriculture testing, run educational programs, offer community hot spots, etc. As the project progresses, we will have more details of the use of the dark fibre, which will be shared as it becomes available.

**Will the Municipality favour Xplornet over others?**

No, the Municipality will not favour Xplornet over other internet service providers or telecommunications companies. This agreement does not provide a monopoly to Xplornet as a provider of internet services.

**Who can I speak to about this?**

Mark Austin and Michelle Byers have been the staff leads on this project. You can connect with them at [maustin@colchester.ca](mailto:maustin@colchester.ca) and [mbyers@cumberland-county.ns.ca](mailto:mbyers@cumberland-county.ns.ca) Further Questions can be directed to: [info@cumberlandcounty.ns.ca](mailto:info@cumberlandcounty.ns.ca) OR [maustin@colchester.ca](mailto:maustin@colchester.ca)

The **Shoreline** Journal

**YOUR OPINION IS IMPORTANT TO US.**  
Write to our 'Letters To The Editor' column by emailing:  
[maurice@theshorelinejournal.com](mailto:maurice@theshorelinejournal.com)

## Professional Services

**TIRES**

[www.CHEAP TIRES TRURO.COM](http://www.CHEAP TIRES TRURO.COM)

**ENGRAVING**

**ACADIA TROPHIES**

[acadiatrophies@eastlink.ca](mailto:acadiatrophies@eastlink.ca)  
[www.acadiatrophies.ca](http://www.acadiatrophies.ca)

(902) 895-1961  
333 Main Street, Bible Hill

**SIGNAGE**

*Sid Sells Signs*

**BRANDING made easy**

139 Esplanade St, Truro, NS  
[www.SidSellsSigns.com](http://www.SidSellsSigns.com)  
ph 902-895-6629

AUTO GRAPHICS • BANNERS • STAMPS  
PLAQUES • PRINT • GRAPHIC DESIGN  
TRADE SHOW DISPLAYS • INSTALLATION  
LARGE FORMAT PRINTING • SIGNS

**PET CARE**

*Happy Paws*

"Your Dog's Home Away From Home"

- Groom
- Play & Stay

**Jillyan Muise**  
[jillyanmuise@hotmail.com](mailto:jillyanmuise@hotmail.com)  
55 Atlantic Central Drive  
902-957-2418

**FLOORING**

**MARSHALL'S FLOORING**

- BSL Hardwood • Ceramic
- Carpet • Vinyl • Laminate

902-843-3440  
902-957-2069  
969 Willow St., Truro

*Professional Service Directory*  
New Services, Programs and Projects

**BUSINESS HIGHLIGHTS OF THE MONTH**

*Thompson's Accounting Services*

**PRESSURE WASHERS**

**ATLANTIC CHEMEX**

PRESSURE WASHERS AVAILABLE FOR ALL JOBS

Sales, Service Parts & Rentals

280 Main Street, Truro  
902-893-4488

**RECYCLE**

**John Ross & Sons**

METAL EXCHANGE & ENVIRO DEPOT

We pay money for  
Scrap Metal, Bottles, Cars, Appliances, etc.

7 Cummane St. Truro

**902-893-9429**

**Complete Accounting Services**

- Income Tax Returns
- Business & Personal

Complimentary Electronic Filing

**Roy M. Thompson, CPA, CGA**

119 Arthur St., Truro, N.S.  
**902-893-8191**

Professional Service Directory  
**GET YOUR SERVICE LISTED!**  
Call Debbie 902-899-9015

**CONSTRUCTION**

**TML**

CONSTRUCTION  
RESIDENTIAL / COMMERCIAL  
New Construction | Renovations  
FREE ESTIMATES

- ☑ Roofing
- ☑ Siding
- ☑ Bathrooms
- ☑ Kitchens
- ☑ Windows
- ☑ Decks

**TREVOR LYND'S**  
902-890-4985

**VEHICLE WASH**

**G & D INDOOR VEHICLE WASH**

- \* Trailer Spray Outs
- \* We Wash the Big Rigs
- \* Tractor Trailers & RV's too

**50 Ventura Drive Debert, NS**  
**902-662-3187**

**AUTO DETAILING**

**C. Langille AUTO DETAILING**

204 Robie Street  
across from Truro Mall  
**GREAT RATES!**

Visit us on Facebook

**902-986-4085**

**ACCOUNTING**

*Thompson's Accounting Services*

Complete Accounting Services

- Income Tax Returns
- Business & Personal

Complimentary Electronic Filing  
Roy M. Thompson, CPA, CGA

119 Arthur St., Truro, N.S.  
**902-893-8191**

**MATTRESSES**

**NEW**

at 589 Prince St., Truro

**Mattresses 'R' Us**

Lots of selection of new mattresses.

Through the doors at  
**East Coast Pawn**  
**902-893-3544**

**PUB & EATERY**

The Blunt Bartender

**563 Prince St.**

LIVE ENTERTAINMENT  
Friday & Saturday  
Business Lunches

**902-843-3843**

**The Blunt Bartender**  
Pub & Eatery

**Enjoy your Shoreline Journal**

The **Shoreline** Journal  
**WELCOMES YOUR STORY CONTRIBUTIONS**