

EastLink High Speed Wireless Internet Newsletter

This newsletter is intended to provide you with information regarding the progress of EastLink High Speed Wireless Internet.

December 2009

FAQs

Q. Will Zones 5 and 6 be complete by the end of December.

A. While we have made good progress to date, all areas will not be launched by the end of December. We have assessed the remaining work to determine what is left to be done and the time required to achieve full coverage. Remaining coverage areas will be launched between January and May 2010.

Of the 105 sites that EastLink will service, 80 will be construction complete by the end of December. That means about 188 communities will have access to EastLink High Speed Wireless Internet by the end of the year.

We remain fully committed to 100% coverage in our service areas.

Q. Why is there a delay?

A. This is an unprecedented initiative in Canada. Getting High Speed Wireless to all Nova Scotians is an extremely complex initiative involving many stakeholders and numerous levels of regulatory processes. It also involves the diverse and challenging geography of this part of the country.

Several previously planned colocation towers (existing towers) have been moved to the new build category, which now require new land to be acquired and new towers to be built. This has slowed our progress.

While all areas won't be launched by the end of December, 2009, we will meet the commitment of full coverage.

Q. How will I know when service is available in my area?

A. EastLink regularly updates the launch schedule on our website to advise customers when service is available in their area. The broadband section of eastlink.ca carries an availability tool called "Check Availability in Your Area" that allows you to input your address for information on the current status of EastLink High Speed Wireless Internet in your area. Be sure to put your correct civic address in the required boxes to ensure you receive up-to-date information. If your address does not work, or you require assistance, it doesn't mean you won't be getting service. Please call 1-888-345-1111 to talk to an EastLink representative to find out when service will be coming your way.

We will also contact local media and place ads in the local paper to advise that EastLink High Speed Wireless Internet access is available in your area.

If you do not have access to the Internet and wish to have your name added to our contact list please call our Residential Customer Care Centre at 1-888-345-1111 or for Business contact us at 1-877-813-1727. An EastLink Representative will be happy to assist you.

TOWER UPDATES

Currently in service:

ANNAPOLIS: Cloud Lake, Douglas Road, Forest Glade, Gates Mountain, Maitland Bridge, Margaretsville, Melvern Square, Middleton, Moshers Corner, Nictaux Falls, Nictaux South, Nictaux West, Prince Albert, Spa Springs, Torbrook, Victoria Vale, West Inglisville, Wilmot

KINGS: Arlington, Atlanta, Aylesford Lake, Aylesford Mountain, Baxters Harbour, Bennett Bay, Billtown, Black River, Black River Lake, Black Rock, Blomidon, Blomidon Provincial Park, Brow of the Mountain, Burlington, Canaan, Casey Corner, Centreville, Chipman Brook, Delhaven, East Dalhousie, East Margaretsville, Forest Hill, Garland, Gaspereau, Glenmont, Grafton, Habitant, Halls Harbour, Harbourville, Hardwood Lake, Harmony, Lake George, Lake Paul, Lakeville, Lower Blomidon, Lumsden Dam, McGee Lake, Medford, Morristown, Mountain Front, Newtonville, Nicholville, North Alton, North Kingston, Ogilvie, Perea, Prospect, Ross Corner, Ross Creek, Scots Bay, South Scots Bay, South Tremont, South Waterville, Sunken Lake, Tupper Lake, Upper Perea, Victoria Harbour, Viewmount, Welsford, Welton Landing, Weltons Corner, West Black Rock, West Glenmont, Weston, White Rock, Whites Corner, Woodside

LUNENBURG: Bakers Settlement, Branch LaHave, Chelsea, East Clifford, Fraxville, Hebbs Cross, Hemford, Laconia, Midville Branch, Molega Lake, New Canada, New Elm, Nineveh, Stanburne, Upper Branch, Upper Chelsea, Upper Northfield, Waterloo, West Clifford

QUEENS: Albany New, Brooklyn, Caledonia, East Side Port L'Hebert, Harmony Mills, Hibernia, Kejimikujik National Park of Canada, Kempt, Kempt, LaBelle, New Grafton, North Brookfield, Northfield, Pleasant River, Port Joli, Port Mouton, South Brookfield, South West Port Mouton, West Caledonia, Westfield, Whiteburn Mines, Wildcat 12

YARMOUTH: Amiraults Hill, Argyle, Argyle Head, Bell Neck, Belleville South, Carleton, Deerfield, Eel Brook, Gavelton, Glenwood, Greenville, Hubbards Point, Morris Island, Pembroke, Pleasant Lake, Pleasant Valley, Plymouth, Quinan, Raynardton,

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Roberts Island, Rocco Point, Rockville, Sluice Point, Spring haven, Ste. Anne du Ruisseau, Surettes Island, Tusket, Upper Wedgeport

To be launched end of December:

ANNAPOLIS: Albany, Albany Cross, Big Molly Upsim Lake, Bloomington, Brooklyn, Central Clarence, Clarence, Clarence East, East Inglisville, Gates Mountain, Inglisville, Melvern Square, Moshers Corner, Mount Hanley, Nictaux Falls, Nictaux South, Nictaux West, North Williamston, Prince Albert, South Farmington, Spa Springs, Torbrook West, Victoria Vale, Waterloo Lake, West Dalhousie

KINGS: Black Rock, Canada Creek, Chipman Brook, Crossburn, Halls Harbour, Harbourville, North Kingston, Ross Corner, West Black Rock, Whites Corner

To be launched end of January:

ANNAPOLIS: Bear River East, Cherryfield, Clementsvale, Falkland Ridge, Graywood, Greenland, Guinea, Karsdale, Lake Munro, Maitland Bridge, Nine Mile Woods, Port Royal, Port Wade, South Milford, Springfield, Thomas Brook, Victory, Virginia East, Waldeck West, Waterloo Lake, West Springhill, Wrights Lake

DIGBY: Bay View, Bear River, Bear River 6, Beaver River, Briar Lake, Cape St. Marys, Corberrie, Hectanooga, Hillgrove, Lake Doucette, Lansdowne, Mayflower, Moodys Corner, Morganville, Richfield, Springdale, St. Alphonse, St. Martin, Woodvale

HANTS: Admiral Rock, Burntcoat, Centre Rawdon, Clarksville, Cogmagun, East Gore, East Noel, East Uniacke, East Walton, Five Mile River, Georgefield, Gore, Gormanville, Greenhill, Hillsvale, Latties Brook, Lower Selma, Maple Grove, Milford, Minasville, Moose Brook, Mosherville, Mount Uniacke, Noel Shore, North Noel Road, Rawdon Gold Mines, Rines Creek, Riverside Corner, Scotch Village, Selma, South Maitland, South Rawdon, Stanley, Stirling Brook, Tennecape, Upper Burlington, Upper Kennetcook, Upper Rawdon, Urbania, Walton, West Gore, Woodville

KINGS: Armstrong Lake, Aylesford Mountain, Burlington, Canaan, County Line Lake, Crossburn, East Dalhousie, East Margaretsville, Harbourville, Lake Paul, Lakeview, Morden, Ogilvie, Victoria Harbour

LUNENBURG: Barss Corner, Broad Cove, Camperdown, Chelsea, Conquerall Mills, Crescent Beach, Crousetown, Forties, Franey Corner, Fraxville, Hebbs Cross, Italy Cross, Laconia, LaHave Islands, Lake Centre, Lapland, Maitland, Middlewood, Molega Lake, Mount Pleasant, New Elm, Nineveh, North River, Parkdale, Upper Chelsea, Voglers Cove, Waterloo, Wileville

QUEENS: Albany New, Buckfield, Caledonia, East Side Port L'Hebert, Greenfield, Harmony Mills, Hibernia, Kempt, LaBelle, Middlefield, Milton, Molega, Molega North, New Grafton, North Brookfield, Northfield, Pleasant River, Pleasantfield, Port Joli, Port Medway, Port Mouton, South Brookfield, South West Port Mouton, Summerville Centre, West Caledonia, Westfield, White Point, Wildcat 12

SHELburne: Atlantic, Atwoods Brook, Barrington Passage, Bear Point, Birtown, Carleton Village, Charlesville, Churchover, Clam Point, Clyde River, Coffinscroft, Doctors Cove, East Baccaro, East Green Harbour, East Jordan, East Sable River, Forbes Point, Gunning Cove, Hartz Point, Indian Fields, Ingomar, Jordan Bay, Jordan Falls, Jordan Ferry, Lake George, Little Port L'Hebert, Lower Ohio, Lower Sandy Point, Lower Shag Harbour, Middle Clyde River, Middle Ohio, Newellton, North East Point, Port L'Hebert, Reids Hill, Riverhead, Roseway, Round Bay, Sable River, Sandy Point, Shag Harbour, Shelburne, Sheros Island, Stoney Island, The Hawk, Upper Clyde River, Upper Ohio, Villagedale, Welshtown, West Green Harbour, West Middle Sable

YARMOUTH: Alder Plains, Brazil Lake, Brenton, Cape Forchu, Carleton, Cedar Lake, Deerfield, East Canaan, East Kemptville, East Quinan, Flintstone Rock, Forest Glen, Gardners Mills, Gavelton, Hillview, Ireton, Kelleys Cove, Kemptville, Lake Annis, Lower East Pubnico, North Kemptville, North Kemptville, Norwood, Norwood, Overton, Pembroke, Pleasant Valley, Port Maitland, Quinan, Raynardton, Richmond, Rockville, Sandford, South Ohio, Springhaven, Woodstock

NEXT ISSUE: January 31, 2010

For information on availability in your area, or to subscribe to EastLink High Speed Wireless Internet, please visit eastlink.ca or call EastLink Customer Care Centre at 1 888-345-1111 (residential), 1 877-813-1727 (business).