



FAQ for Internet from Missing Link

Who will own the fiber that is installed on the right of way?

Missing Link Internet.

What type of fiber will be installed?

Single mode of varying counts.

What will be the cost to connect the fiber to the house?

\$500.00 if done through Missing Link when they initially come through the area.

How many customers do they currently have?

+/- 1400

What type of service/bandwidth do you have to your equipment and who provides it?

There are many different gateways and use a number of different wholesale providers. For Sylvan Lake, Missing Link will be using either Axia/Bell via the supernet or Shaw.

Will we be obligated to connect to your service or will we have options to use a different service provider using the fiber that you install on the right of way?

This service is regulated, so another provider can sell across their network.

Will you be implementing an unlimited bandwidth plan?

Missing Link has the same bandwidth plans as Telus Pure Fiber. Depending on the plan you get more or less than 1000 gigabytes.

As you will no doubt see an increase in traffic and bandwidth usage, what contingencies do you have to continue to meet the bandwidth demand?

Missing Link plans on deploying a homerun fiber network to pon cabinets in the various Summer Villages. Then we feed those pon cabinets to our CO's. If we get 75% saturation we will just upgrade the electronics feeding the pon cabinets from the CO's and with fiber that is very easy.

Who currently owns Missing Link and how many employees do you have?

There are two partners with two full time employees and three subcontracted employee.

I connect with a wireless company and rarely can utilize the full bandwidth that I pay for. What guarantees will Missing Link have that the service will meet expectations?

As you may or may not already know all internet is based on best effort service, no matter who the provider is, unless you go with dedicated service. Best effort services are far less expensive than dedicated. A 100 meg dedicated service will cost around \$1500/ month, where a best effort 50 meg plan from us is going to be \$100. Your reliabilty will be far higher on fiber than wirelessly. We will as needed upgrade the feed into that part of the network. Also the starting electronics we provide in the home will be capable of 2500 meg down and 1250 meg up. if needed in the future we could change those electronics to handle 10000 meg down or even 100000 meg down. Those are the choices today and speeds will only get higher as newer electronics are developed.

Do you currently have customers using fiber to your facility?

Yes

How to contact Missing Link for further Information

1-855-887-5465

support@missinglinkinternet.ca

Box 379

5031 50th Avenue

Rimbey, AB T0C 2J0

