

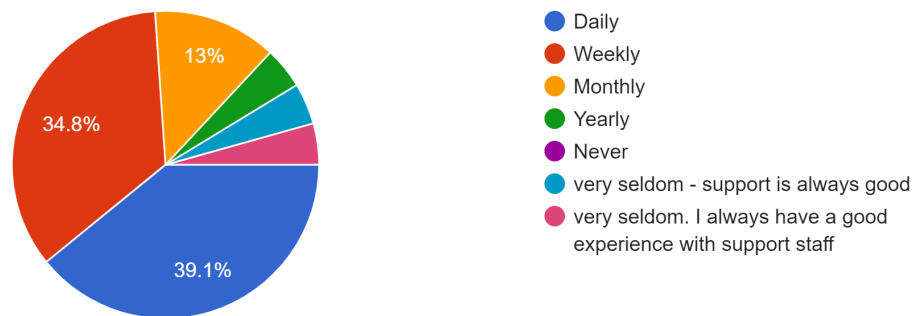
Internet Project Report 15/03/2021

Survey Findings

- Almost half of respondents used their internet as their Point of Sale system
- 40% of Respondents experience daily interruptions and another 48% experience interruptions weekly or monthly
- We highlighted two areas of concern in Golden - 9th St North and the Selkirk Hill area - If you work in these areas stay tuned for additional information.

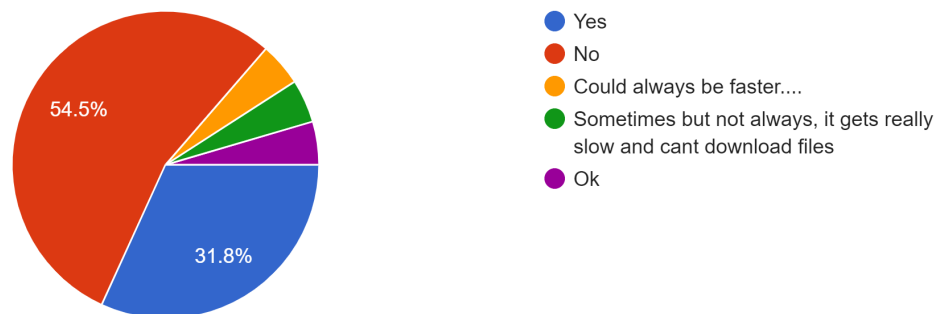
Do you experience interruptions in your internet service?

23 responses



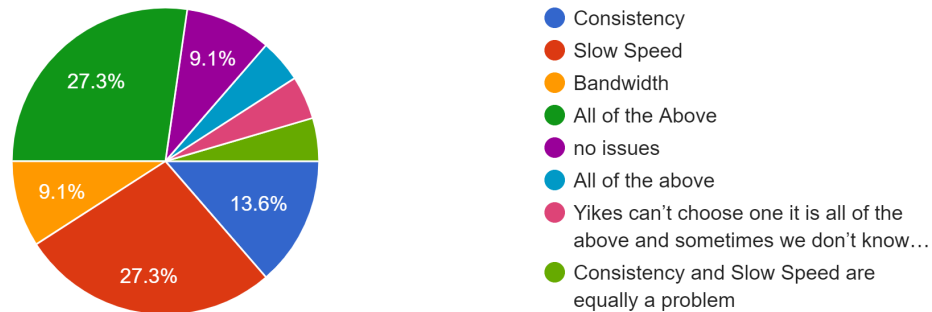
Does your current internet meet your business needs?

22 responses



What is the biggest problem with your Internet?

22 responses



Internet Providers

Eastlink

- The team at Eastlink is working to address the overloading on their network and will keep customers updated with progress
- This group has options for Fibre that can be added at an upfront cost
- Eastlink has one dedicate local support and maintenance technician
- If you have questions or are looking to improve your Eastlink Service please contact 1-877-813-1727

Telus

- Provide mostly copper options in town (phone and internet)
- Some areas have fibre access - can be installed for an up front cost
- Some additional options are available for business customers.
 - Contact the chamber at communications@goldenchamber.bc.ca to get connected with the right contact.

Flexinet

- They are aware of frustrations in the Golden Area and are looking for internal options to serve the area better.
- For more information please contact 1-877-789-3539

Xplornet

- Working with the Universal Broadband Funding from the federal government to create an infrastructure priority list

Starlink - Not yet contacted

What can you do?

- Call your current provider
 - Explain the current issues (speed, bandwidth, intermintancy)
 - Ask for potential alternatives - there may be simple solutions
- Connect with Neighbouring Businesses (or the Chamber)
 - Create a coalition to improve access to an area

Moving Forward

The Chamber will be continuing to pursue this initiative through the following channels

- Coordinate with local and regional stakeholders
 - CSRD Area A - Internet effort
 - Town of Golden
 - CBT - Helped to fund the original small fibre loop in town.
- Host an Internet Open House with all internet service providers
 - A chance to voice concerns
 - A chance to hear the available options
- Seek funding opportunities to fund internet expansion.
- More polling to understand the current community situation.

Internet Types

Copper - traditional internet and phone, this is an outdated technology but still provides a reasonable option for consistency - but is limited when it comes to speed.

Cable - This is a good option for the rural areas - up to 1 gig of download speed. However, there's no symmetrical upload. So for those uploading large files (Animations, photographers, engineers etc...) it will likely not cut it.

Fibre - This is the latest tech and provides the most options for upload and download speed. Unfortunately, it requires large infrastructure investment to get the fibre connected to homes and businesses. This is currently available in Golden for an upfront cost.

Satellite - Pre Starlink, satellite was a very slow and frustrating option. Initial performance suggests that starlink is going well.

Data - providers like Xplornet and Flexinet provide options to connect into 4G (5g?) data towers and are often the only option in rural areas.