

## Common Questions

### Q. When will I get high-speed service?

If your home/business is included in this round of projects, work should be substantially complete within 12 months. For the remaining areas, the next RFP goes out within the next week and we're aiming for announcements later this summer. Connecting 95% of Nova Scotians is a big undertaking and these projects can typically take between 2–5 years. With today's announcement, we've cut by half the number of unserved and underserved homes and businesses to be covered, and they remain our priority.

### Q. My community is mentioned in today's announcement? What's next?

Now that contracts are signed, service providers will work on additional engineering required to refine their plans down to specific street- and address-level detail. Information on those details will be provided by the service providers, when available. As work proceeds, impacted Nova Scotians will be notified by service providers as to when and how to have their homes and businesses connected. Develop Nova Scotia will also be hosting community drop-in events over the coming weeks and months and will welcome members of the general public.

### Q. What's the overall timeline for Nova Scotia?

Connecting 95% of Nova Scotians is a big undertaking and these projects can typically take between 2–5 years. The timing of your access depends on when we receive a proposed project for your area, what already exists in your community, and how quickly providers can upgrade existing technology or install new technology. With today's announcement, we've cut by half the number of unserved and underserved homes and businesses to be covered, and they remain our priority.

### Q. How will the providers be held accountable?

In addition to contribution agreements, contracts with providers also include multi-year service delivery agreements. These ensure accountability for service and quality standards, a competitive pricing structure, and ongoing maintenance and investment in the network. Service level agreements will be managed by Develop Nova Scotia.