



July 13, 2015

Honourable Stephen McNeil  
Premier of Nova Scotia  
One Government Place, 7th Floor  
1700 Granville St  
PO Box 726  
Halifax, NS  
Canada B3J 2T3

Dear Honourable Stephen McNeil:

The Municipality of Shelburne has recently learned that Eastlink plans to cap Internet use for rural communities in Southern Nova Scotia.

Most communities in our municipality must deal with Eastlink monopoly on a regular basis. For seven years Eastlink has refused to service every home in the region and service has gotten worse, as you noted recently.

As we try to grow our communities it is insulting and counterproductive to claw back high-speed Internet capacity. I urge you to find another jurisdiction in the world where Internet service is declining and usage is becoming constricted. You certainly wouldn't find these circumstances in any other developed country.

This announcement by Eastlink kills our ability to recruit doctors, attract investment in existing and new businesses and to build our communities in any way.

You acknowledge that the provincial government is looking for a solution to bring other partners to the region to offer high speed Internet. We welcome the opportunity to work with your government in that regard. One option you may consider is using your government's leverage with Eastlink with respect to other government business, to ensure reinvestment in the Valley and Southern Nova Scotia regions. Another option may be to remove Eastlink from the region and invite competitors to take over the service on the condition that they upgrade the service to 5 mbps.

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I have included a letter the Municipality has recently sent to Eastlink.

Yours truly,

**The Municipality of the  
District of Shelburne**

A handwritten signature in black ink, appearing to read 'Kirk Cox', written in a cursive style.

Kirk Cox, C.A.O  
KC/aad

Enclosure



July 13, 2015

Eastlink  
c/o Lee Bragg, CEO  
6080 Young Street  
Halifax, NS  
B3K 5M3

Dear Mr. Bragg:

The Municipality has recently learned of Eastlink's intention to cap usage for its rural Internet customers at 15 GB.

For most communities in the Municipality of Shelburne, Eastlink rural Internet is the only option for service. Governments of all levels agree that high speed Internet service is a fair and basic service that all communities should enjoy. Eastlink chose to participate in a program in which the provincial and federal government have invested over \$20 million in your company in return for service to every household in southern Nova Scotia, including the Municipality of Shelburne.

While the rest of the province enjoys a rural Internet service that is constantly seeing reinvestment and improved download times, the service that Eastlink provides has been plagued with deficiencies and gaps in service. Eastlink has consciously decided not to fulfill the provincial program objectives by not providing service to all of the households in southern Nova Scotia and you have now decided to limit its use, again proving how deficient your infrastructure is.

It is notable that Seaside, the company that received the same provincial contract for northern Nova Scotia, has covered a larger percentage of its residents, has installed better performing infrastructure, does not cap usage, and has announced a reinvestment of over \$10 million in the service. In fact, Seaside encourages their customers to stream services such as Netflix and the service is now competing with other high speed competitors in non monopoly communities. Though their improvements they will gain over 4000 new customers.

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While the service in other areas of the province meets speeds of 5 mbps, Eastlink has abandoned the Southern region of the province with speeds of less than 1.5 mbps and now a cap on usage. The action by Eastlink kills our chances to secure investments in new jobs and industries and will make it difficult to recruit professionals such as doctors and nurses.

If Eastlink has any sense of commitment to rural communities, it must reinvest in the system to bring it to at least the levels of service seen in Northern Nova Scotia. And finally, you must kill the cap.

Yours truly,

**The Municipality of the  
District of Shelburne**

A handwritten signature in black ink, appearing to read 'Kirk Cox', written over a horizontal line.

Kirk Cox, CAO

KC/aad