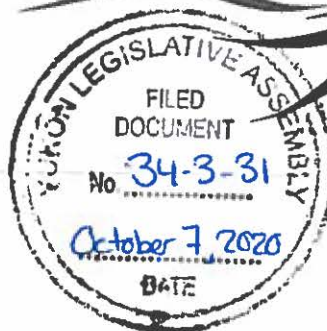




October 6, 2020

Allison Lenehan, CEO Xplornet
Xplornet Head Office
300 Lockhart Mill Road
P.O. Box 9060
Woodstock, NB
E7M 6B5



Dear Mr. Lenehan,

Over the last month, your team assured me a solution for Yukoners facing a loss of Xplornet satellite services was imminent.

Time is running out.

Your team has confided in me the growing list of problems they have encountered since announcing a pending shutdown of service to almost a thousand Yukon Xplornet users in August.

Despite the technical, contractual and data issues you are sorting out with your web of suppliers and providers, the team has told me they "will get this done." I expect that to happen.

As I've told you, the service you have deployed and maintained in this territory is critical to mining and tourism businesses and people living in some of the most rugged and remote country in Canada. To tell them on the cusp of a Yukon winter during a global pandemic that their connection to the world and its economy would be severed in less than five months is, frankly, unacceptable.

Through several calls I have learned nuances about the satellite business and you have learned much about the Yukon customers you have served for more than 10 years. These conversations make me confident a solution is possible.

I appreciate you assembling a dedicated team to find a way to continue service to your remaining Yukon customers. Your customers know nothing about any of this.

I encourage you to update those Yukoners to assure them, as you have me, that you will get this problem solved. Removing this one uncertainty in uncertain times would be a relief and help these people plan for 2021.

Sincerely,

Richard Mostyn

Yukon Minister of Highways and Public Works