



September 9, 2020

Hon. Navdeep Bains
Minister of Innovation, Science and Industry
C.D. Howe Building
Ottawa, Ontario K1A 0H5

Dear Minister,

I am writing you today with respect to an issue of growing concern to rural Yukoners.

Xplornet Communications Inc. has recently announced that it is discontinuing service to a number of its customers across all three territories. As we understand it, this decision could impact upwards of 1000 customer accounts across Canada's North – as many of 500 of which could be in the Yukon alone. It is important to note that due to the nature of this service each customer account has multiple users, many with likely 10 – 15 on average. So this decision could likely affect more than 10,000 individual users.

In rural Yukon the importance of broadband services cannot be overstated. On a daily basis Yukoners rely on the services provided by Xplornet for the livelihood of their business and their own personal safety. Further, in the context of the current COVID-19 pandemic and with the push towards more online learning, some students will find their education negatively impacted.

Simply put, the discontinuation of Xplornet services will have negative economic and social impacts on many Yukoners and Yukon businesses.

Unlike southern Canada, customers cannot simply call another provider and switch their services over. In many cases there is only one provider. In the cases where there are other options the price point can be cost prohibitive and the speed of service is not comparable.

Understanding that in many respects this is a business decision by the company, we still think it is incumbent on the government to ensure that there is an effective and affordable broadband long-term option for rural Yukoners. As you know, the federal government has announced a significant amount of infrastructure money towards supporting broadband connectivity in rural and remote communities across Canada. According to the federal government website, your government has already given Xplornet almost \$25 million through the Connect to Innovate program to support broadband projects in Ontario.





I am asking you today to seek out a solution with Xplornet to see if there is a way that the federal government can financially incentivize the continuation of broadband services in rural Yukon over the short-term while a longer term solution is worked on by the territorial government.

Sincerely,

A handwritten signature in blue ink, appearing to read "Currie Dixon".

Currie Dixon
Leader of the Yukon Party

CC:

Erin O'Toole
Jagmeet Singh
Michelle Rempel Garner
Bob Zimmer
Brian Masse
Mumilaaq Qaqqaq