

A NOTICE TO QINIQ INTERNET AND SSI MOBILE CUSTOMERS



COVID-19

ESSENTIAL SERVICES

SSi is closely monitoring the rapidly evolving COVID-19 situation, and we remain aligned with ongoing protocols and guidance from public authorities. At this critical time, we are doing everything possible to support our Nunavut customers. More than ever, QINIQ internet and SSI Mobile are essential for all Nunavummiut. It is our highest priority to ensure these services continue and function effectively for you.

Rest assured that SSI remains fully operational, our technical staff is working 24/7 to ensure the network performs, and our customer care team is available for you. If you have any questions or concerns, please do not hesitate to contact us toll free at 1-877-686-2888 or by email at customer care@qiniq.com.

SOCIAL SOLIDARITY AND A SHARED NETWORK

All public internet, mobile and other telecommunications services are delivered across shared networks. For Nunavut, this means that all 25 communities have access to the same internet and mobile services delivered across a shared satellite backbone. That backbone is confronted with the reality of limited capacity.

It is therefore vitally important that we all consider "social solidarity" and adopt an intelligent and responsible approach to the use of precious network capacity to ensure essential communications services remain active and available to all. This means conserving data wherever possible to reduce congestion among the users in your community and across the network in general. For example, try to avoid sending large files or streaming video at peak daytime or early evening hours.

Some internet service providers in southern Canada have recently announced short-term measures to allow unlimited data usage for those working at home. However, these same companies have access to a fibre backbone where capacity is less of an issue.

In Nunavut's 25 satellite-served communities, such initiatives are simply not advisable. While SSI continues all efforts to augment backbone capacity into Nunavut, solutions are not yet in place. As a result, providing significantly increased or unlimited data usage across a backbone with limited capacity will only serve to increase traffic congestion, slow down current connectivity and frustrate all users. We remain committed to ensuring that our network continues to perform for all customers, regardless of where they live or what their economic circumstances are.

EXTRA MEASURES

We are truly hopeful the COVID-19 pandemic will not severely affect Nunavut. But we are still planning for all scenarios, and are currently developing new and unique customer solutions and strategies to protect the most vulnerable in our communities and to ensure essential internet and mobile services continue. We will announce these new measures as they come available, and if and when required. Thank you, and best wishes for health and safety to all.