

Frequently Asked Questions

1) What is Starlink?

Starlink is a high-speed, low latency broadband internet. Starlink is ideally suited for areas of the globe where connectivity has typically been a challenge. Unbounded by traditional ground infrastructure, Starlink can deliver high-speed broadband internet to locations where access has been unreliable or completely unavailable.

2) How do I know if I am eligible?

For recipients to be eligible you must have a permanent or rental residence in the community of Pickle Lake. Eligible recipients must also confirm that they have no access to internet, poor access to internet or currently have purchased Starlink on or after May 20, 2021.

3) How do I apply?

To apply, visit KDSB's website: www.kdsb.on.ca, and fill out the online application, fillable pdf applications can be accessed by emailing feedback@kdsb.on.ca or paper copies will be available at the Municipality of Pickle Lake's office.

4) What is the deadline to apply?

The deadline for residents of Pickle Lakes to apply is August 18, 2021.

5) When will my community be eligible?

The project will roll out through a community/region approach within the District. Individuals interested in receiving future communications regarding the project are encouraged to sign up for mail or email communication at kdsb.on.ca or fill out a paper form at one of KDSB's administration office locations to stay informed as the program is implemented.

6) I already have internet, but it is not good – can I still apply?



Yes, if you have Xplornet or Bell DSL – these services do not meet the CRTC recommendations for 50/10.

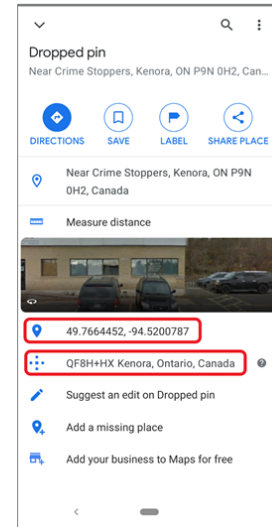
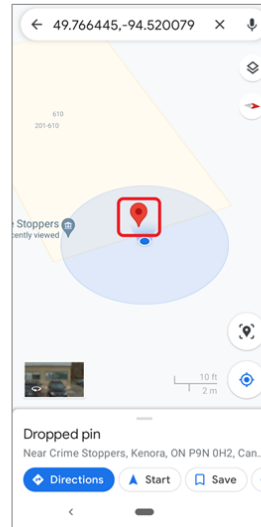
7) How do I find out what my Latitude/Longitude or Google Plus Code?

What is a Google Plus Code?

Plus Codes are like street addresses, but instead of names and numbers, Plus Codes are based on latitude and longitude, and displayed as numbers and letters.

How do I find my Google Plus Code and Latitude/Longitude?

1. On your Android, iPhone or iPad, open the [Google Maps](#) application.
2. Tap and hold on the screen to drop a pin for the location you wish to define. **Note** – the blue dot indicates your current location.
3. Tap on the red pin and a full screen of information will open.
4. Next to the pin icon  you'll see the latitude and longitude listed.
5. Next to the plus icon  you'll see the Plus Code listed.
6. To copy either data point, just tap it.
7. You can now paste that data into your application form.



8) Can anyone apply?

To be eligible, Pickle Lake community members who have a permanent residence (rent or own) must have applied for a Starlink internet kit on or after May 20, 2021, or have no access to internet, or have poor, low-quality internet access to be eligible for consideration. Starlink internet kits are limited, those who apply and are deemed eligible will not necessarily receive a Starlink internet kit.

9) Who pays for it?

If eligible, the cost of the satellite dish and installation will be free of cost, the monthly internet fee of \$129.00 plus HST will be the responsibility of the recipient.

10) How fast is the service?

Users can expect to see data speeds vary from 50Mb/s to 150Mb/s and latency from 20ms to 40ms in most locations over the next several months as the Starlink system is enhanced. There will also be brief periods of no connectivity at all. As more satellites are launched, more ground stations are installed and networking software is improved, data speed, latency and uptime will improve dramatically.

11) What does the Starlink kit come with?

A Starlink Kit includes everything you need to connect to the internet including your Starlink, Wi-Fi router, power supply, cables, and mounting.

12) When will the kits be installed?

The timeline for implementation is September 2021 – March 2022.

13) Do I install the kit myself?

No, a representative from FSET Inc. will install the kit for you. If you are an eligible recipient, as the homeowner and/or landlord, you will need to sign a waiver prior to install. Recipients must be on-site for the installation to allow access to your home (if selected, you will be contacted with further details and to schedule an installation time).

14) How long does the kit take to activate?

The kit is service ready. Once the dish is plugged in, it will point to the sky, and start receiving signal. Within less than an hour of unboxing the unit, a resident will have internet access.

15) Is this funding for residential units only?

Yes, this project is a rapid response stream for connecting homes to the internet.

16) Is this funding for residents of the Kenora District only?

This funding is available to dwellings in rural municipalities of the Kenora District.

17) I live in an apartment building – can I use Starlink?

Yes, there are Starlink customers that live in apartment buildings, town houses and other multi-family buildings that have successfully installed Starlink (e.g. side of building, balcony, or roof). We recommend coordinating with your landlord and neighbors to find a suitable outdoor installation location that has a clear field of view, which is important to maintain connection between satellites and your Starlink.

18) Does this have an environmental impact?

No, this does not disrupt habitats.

19) How does Starlink handle snow and ice?

Your Starlink has Snow Melt functionality, which allows your Starlink to automatically use the power it draws to heat itself to melt the snow off the dish. This feature helps to prevent impacts on service, while also preventing the need for you to get on the roof to remove the snow from your Starlink. Icicles themselves should also not impact dish performance. If you prefer, you can gently remove ice at any time. Most of the time, ice will not impact service, but could prevent the motors from moving if the dish needs to be repositioned. We recommend against using tools (picks, chisels) to prevent damaging your dish. If the base of your Starlink dish is impeded by snow build up or ice, you may get an alert through the Starlink App that motors are blocked. If you get this alert, you may need to gently remove the ice/icicles to allow the dish to reposition, but this should rarely happen. Heavy snow accumulation on the top of your Starlink dish could have impacts on your service. If your Starlink is completely covered with heavy snow, this would most likely result in an intermittent connection or in no service at all. We recommend that you install your Starlink in a location that will not be buried in the snow, or on areas of your home where snow is not known to build up.

20) I/we pre-ordered a Starlink dish can KDSB see where my name is in the queue?

No, any pre-orders are between the consumer and SpaceX.

21) Will KDSB be able to get my pre-order faster?

No, any pre-orders are between the consumer and SpaceX.

22) I ordered my Starlink but it hasn't arrived, can KDSB tell me anything?

No, any orders are between the consumer and SpaceX.

23) I pre-ordered Starlink, am I still eligible to apply?

If you have purchased Starlink on or after May 20, 2021 you are eligible to apply.

24) Does KDSB know when there will be service in my area?

The project team is actively working with the SpaceX team for coverage in our area however at this time we cannot pinpoint coverage dates for a specific home(s).

25) Does Starlink really work?

Yes. The technology uses Low Earth Orbiting (LEO) satellites which is much different from the current satellite internet.

26) Are there data caps?

No, for home users there are no data caps or overage fees.

27) How does Starlink chose to activate locations?

Starlink satellites are schedule to send internet down to all the users within a designated area on the ground. This designated area is called a cell. If you move you Starlink outside the assigned cell, a satellite will not be scheduled to service your Starlink and you will not receive internet. This is constrained by geometry and it's not arbitrary geofencing.

28) I am moving or my service address has changed – can I bring Starlink with me?

Starlink is currently only intended and warranted for use at the service address listed on your account at the time the order was placed. If you are moving, you can check if we are able to service your new address by going to My Profile within your customer account and checking the new location in the 'Service Address' section.

29) I am a renter, what happens if I move?

The kit would stay with the home and can be reallocated to a new tenant.

30) Can apartments or duplexes work off one kit?

A kit provides one account and there could be a lot of risk with sharing. It could be managed by KDSB owned apartment and dealt with on a case-by-case basis.

31) Contact information:

If you require further assistance or have additional questions, please call 1-844-266-9466 or email feedback@kdsb.on.ca.