

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 residence (rent or own) within the Kenora District or Nishnawbe Aski Nation communities (including outside of the Kenora District), and have purchased a Starlink kit on or after May 20, 2021. Please note, proof of full purchase price and photo of installed kit is required. Starlink kits purchased by NAN for student homes are ineligible for the KDSB rebate.

3) How do I apply?

To apply, visit KDSB's website <https://kdsb.on.ca/kdsb-broadband-internet-project/> or access the online rebate application form at <https://surveyhero.com/c/qmnb4mdg>.

4) What is the deadline to apply?

The deadline to apply for a rebate is August 31, 2022, or until project funding has been fully allocated. The rebate program will be provided on a first-come-first-served basis. Starlink rebates are limited to Starlink cell capacity and project funding; those who apply may not necessarily receive a rebate.

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

This funding is available to dwellings in rural municipalities of the Kenora District or Nishnawbe Aski Nation communities, including outside of the Kenora District.

6) How much is the rebate for?

The rebate amount is for 75% of the kit cost, which is a total of \$535.50 and on Federal Land the rebate amount is for 90% of the kit cost, which is a total of \$642.60. This rebate covers the cost of the kit and \$65.00 shipping fee, tax not included. (Note: as of March 22, 2022, the price of the Starlink kit has increased. The KDSB was funded to reimburse the original amount, therefore will only be rebating the original amount stated above.)

7) How do I get my reimbursement?

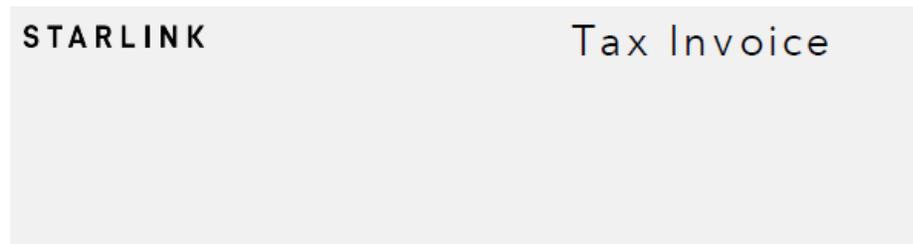
On the application form there is an option for individuals to select the following payment options for their reimbursements, direct deposit, or cheque. If direct deposit is selected, you will be required to provide a void cheque. If you select cheque, it will be mailed to the mailing address provided on the application form.

8) Can anyone apply?

To be eligible, applicants must have a permanent residence (rent or own) within the Kenora District and have purchased a Starlink kit and activated the kit on or after May 20, 2021. Those interested in applying must provide:

- Proof of kit purchase on or after May 20, 2021
- Photo of installed Starlink kit
- Latitude/Longitude of address
- Speed Test

Proof of Purchase Example:



Product Description	Qty	Unit Price	Amount
Starlink Kit (Black)	1	CAD 649.00	CAD 649.00
Shipping & Handling			CAD 65.00
Total Tax			CAD 92.82
Total Charges			CAD 806.82
Payment			CAD 806.82
Total Due			CAD 0.00

Please contact Customer Support if there are issues with your invoice.

9) I purchase my Starlink kit before May 20, 2021, why am I not eligible to apply?

The KDSB received funding from the Federal Government of Canada on May 20, 2021. The program can only offer rebates to individuals who have purchased a Starlink kit on or after May 20, 2021 because that is when the funding was allocated.

10) I need to purchase a Starlink kit in order to be eligible to apply for the rebate. Can the KDSB ensure that I will receive a rebate by the time I obtain my kit?

The KDSB cannot guarantee that everyone who applies will receive a kit. The program will offer rebates until August 31, 2022, or until all funding has been allocated. Rebates will be provided on a first-come-first served basis.

11) 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.

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

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

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

No, any orders are between the consumer and SpaceX.

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

If you have purchased a Starlink kit on or after May 20, 2021, you must wait until you have received your Starlink kit and activated your kit in order to be eligible to apply for a rebate. Proof of full purchase price is required.

15) 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).

16) I have a Starlink kit installed at my residence and at a secondary residence, can I receive a rebate for both Starlink kits?

Rebates are limited to one (1) per person/household.

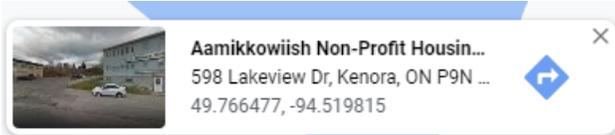
17) How do I find out what my Latitude/Longitude?

Instructions:

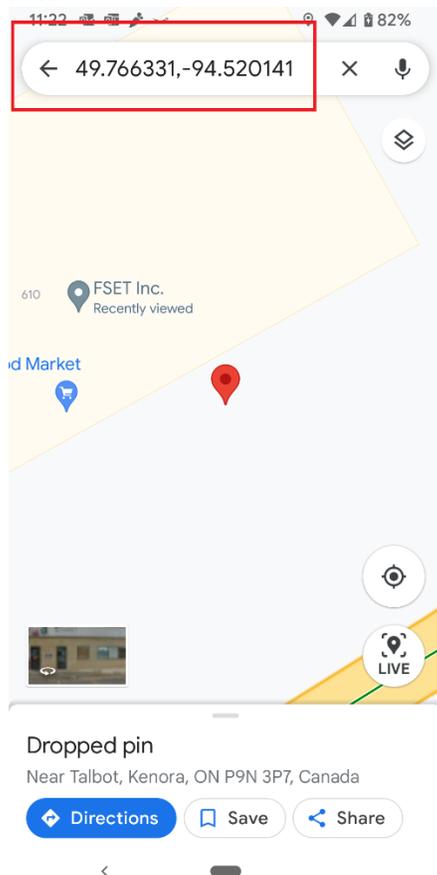
Open your web browser and type in: www.maps.google.ca

Find the location where you installed your Starlink unit on the map. **Tap** the location if you're using your phone, or **click** the location if you're using your computer.

On your computer, a grey pin will mark the spot and a small box will appear on the bottom of your screen displaying the latitude and longitude.



On your phone, a red pin will appear and the latitude and longitude will appear in the top search box.

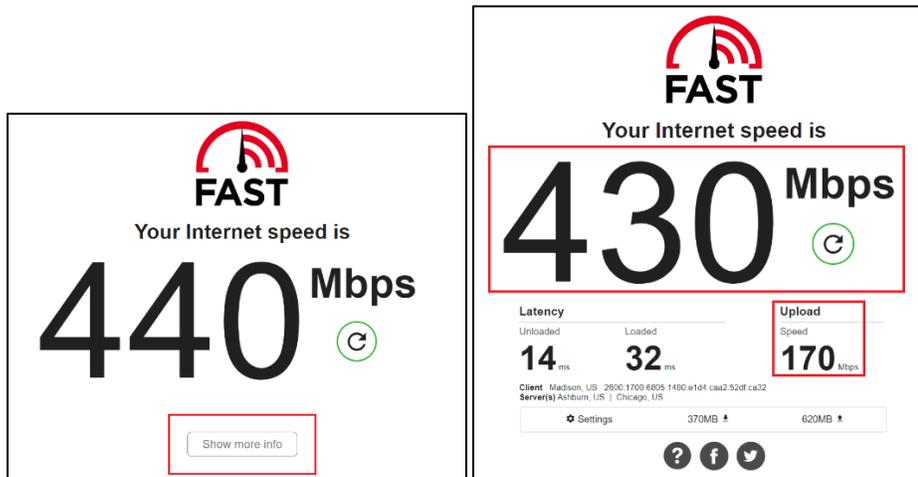


The latitude is listed first, then a comma followed by the longitude. (E.g. 49.766331, -94.520141). **Enter** these two numbers into the rebate application form.

18) How do I conduct a speed test?

Instructions:

- Ensure your phone or computer is connected to the Wi-Fi from your Starlink unit.
- Open your web browser and type in: www.fast.com
- The page will load automatically and first conduct a download test. When it's complete, click on the "show more info" button to show the upload test results as well. The large number presented at the top is your download speed. The upload speed is listed to the bottom right of the screen. See red boxes in screenshots below.



Enter these two numbers into the rebate application form.

19) Contact information:

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