

# 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 and have purchased a Starlink kit on or after September 1, 2022. Please note, proof of full purchase price and photo of installed kit is required.

**3) How do I apply?**

To apply, visit the KDSB's website [www.kdsb.on.ca/connecting-the-kenora-district](http://www.kdsb.on.ca/connecting-the-kenora-district) to access the online rebate application form.

**4) What is the deadline to apply?**

The deadline to apply for a rebate is November 3, 2023, or until project funding has been fully allocated, whichever comes first. 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 within the Kenora District on Federal Land and rural Townships, Municipalities, and Unincorporated Territories.

**6) How much is the rebate for?**

The rebate amount is for 75% of the total kit cost and on federal land the rebate amount is for 90% of the total kit cost. This rebate covers the cost of the kit, shipping fee, and taxes.

*Note: If you purchased a Starlink kit at full price or Starlink's sale, you will only be rebated the amount of 75% of the total kit cost or 90% of the total kit cost if you reside on federal land.*

**7) How do I get my reimbursement?**

If your application is approved, you will be reimbursed via cheque. A cheque will be mailed to the mailing address provided on your application form. Please ensure the mailing address on your application is accurate.

**8) How long will it take to receive my rebate?**

You should receive an immediate email after you submit the online application confirming it has been received. If you do not receive an email, please check your Junk Mail folder. You should receive another email regarding the status of your application within 4 weeks of applying. If you are approved, it will be up to an additional 4 weeks to receive your rebate.

**9) 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 September 1, 2022.

Those interested in applying must provide:

- Proof of kit purchase on or after September 1, 2022
- Photo of installed Starlink kit
- Location of installed Starlink kit (Google Plus Code or Street Address)
- Speed Test results

*Proof of Purchase Example:*

<b>STARLINK</b>	<b>Invoice</b>																																				
<p>Name _____</p> <p>Address _____</p>	<p><b>INV-CAN-#####-####-##</b></p> <p>Monday, May 1, 2023</p> <p>Customer Account: ACC-#####-####-##</p>																																				
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; width: 60%;"><b>Product Description</b></th> <th style="text-align: center; width: 10%;"><b>Qty</b></th> <th style="text-align: center; width: 20%;"><b>Unit Price</b></th> <th style="text-align: right; width: 10%;"><b>Amount</b></th> </tr> </thead> <tbody> <tr> <td>Starlink Kit</td> <td style="text-align: center;">1</td> <td style="text-align: center;">CAD 350.00</td> <td style="text-align: right;">CAD 350.00</td> </tr> <tr> <td>Shipping &amp; Handling</td> <td></td> <td></td> <td style="text-align: right;">CAD 50.00</td> </tr> <tr> <td>Total Before Tax</td> <td></td> <td></td> <td style="text-align: right;">CAD 400.00</td> </tr> <tr> <td>HST (13%)</td> <td></td> <td></td> <td style="text-align: right;">CAD 52.00</td> </tr> <tr> <td>Total Tax</td> <td></td> <td></td> <td style="text-align: right;">CAD 52.00</td> </tr> <tr> <td colspan="3"><b>Total Charges</b></td> <td style="text-align: right;"><b>CAD 452.00</b></td> </tr> <tr> <td colspan="3"><b>Payment</b></td> <td style="text-align: right;"><b>CAD 452.00</b></td> </tr> <tr> <td colspan="3"><b>Total Due</b></td> <td style="text-align: right;"><b>CAD 0.00</b></td> </tr> </tbody> </table>		<b>Product Description</b>	<b>Qty</b>	<b>Unit Price</b>	<b>Amount</b>	Starlink Kit	1	CAD 350.00	CAD 350.00	Shipping & Handling			CAD 50.00	Total Before Tax			CAD 400.00	HST (13%)			CAD 52.00	Total Tax			CAD 52.00	<b>Total Charges</b>			<b>CAD 452.00</b>	<b>Payment</b>			<b>CAD 452.00</b>	<b>Total Due</b>			<b>CAD 0.00</b>
<b>Product Description</b>	<b>Qty</b>	<b>Unit Price</b>	<b>Amount</b>																																		
Starlink Kit	1	CAD 350.00	CAD 350.00																																		
Shipping & Handling			CAD 50.00																																		
Total Before Tax			CAD 400.00																																		
HST (13%)			CAD 52.00																																		
Total Tax			CAD 52.00																																		
<b>Total Charges</b>			<b>CAD 452.00</b>																																		
<b>Payment</b>			<b>CAD 452.00</b>																																		
<b>Total Due</b>			<b>CAD 0.00</b>																																		
<p>Please contact Customer Support if there are issues with your invoice.</p>																																					
<p><b>SpaceX Canada Corp.</b>            1741 Lower Water Street, Suite 600            Halifax, Nova Scotia B3J 0J2            GST ID: 70532 7880 RT0001</p> <p>Starlink is a division of SpaceX. Visit us at <a href="http://spacex.com">spacex.com</a></p>																																					

**10) I purchased my Starlink kit before September 1, 2022, why am I not eligible to apply?**

The KDSB received funding from the Federal Government of Canada to implement round two of the Connecting the Kenora District Rebate Program. The program can only offer rebates to individuals who have purchased a Starlink kit on or after September 1, 2022, because round one of the program ended on August 31, 2022.

**11) I own a business and purchased a Starlink kit for my business, am I eligible to apply?**

No, businesses are ineligible and cannot apply to the rebate program. For recipients to be eligible you must have a permanent residence (rent or own) within the Kenora District.

**12) I purchased a Starlink Roam kit for my RV, am I eligible to apply?**

For recipients to be eligible you must have a permanent residence (rent or own) within the Kenora District and purchased a Starlink kit for this home.

**13) 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 my kit in time to apply for a rebate?**

The KDSB cannot guarantee that everyone who orders a Starlink kit will receive it in time to apply for the rebate. The program will offer rebates until November 3, 2023, or until all funding has been allocated, whichever comes first. Rebates will be provided on a first-come-first served basis.

**14) 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.

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

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

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

No, any orders are between the consumer and SpaceX.

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

If you have purchased a Starlink kit on or after September 1, 2022, 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.

**18) 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).

**19) 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.

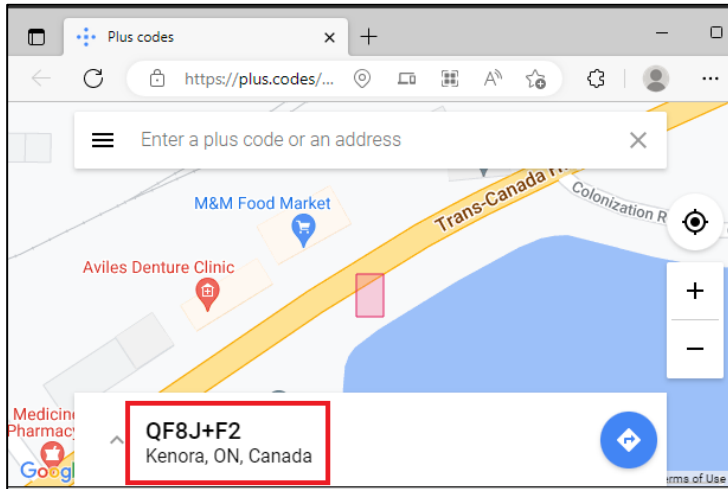
**20) The form won't allow me to enter my street address. How do I find my Google Plus Code?**

Instructions:

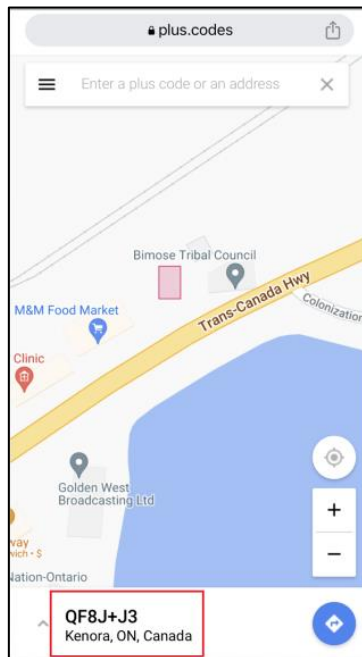
Open your web browser and type in <https://plus.codes/map>

Move around the map and zoom in to find you're the location where your kit is installed. **Tap** the location if you're using a phone or **click** the location if you're using a computer.

The Google Plus Code will appear at the bottom of the screen.



*(Computer Web Browser view)*



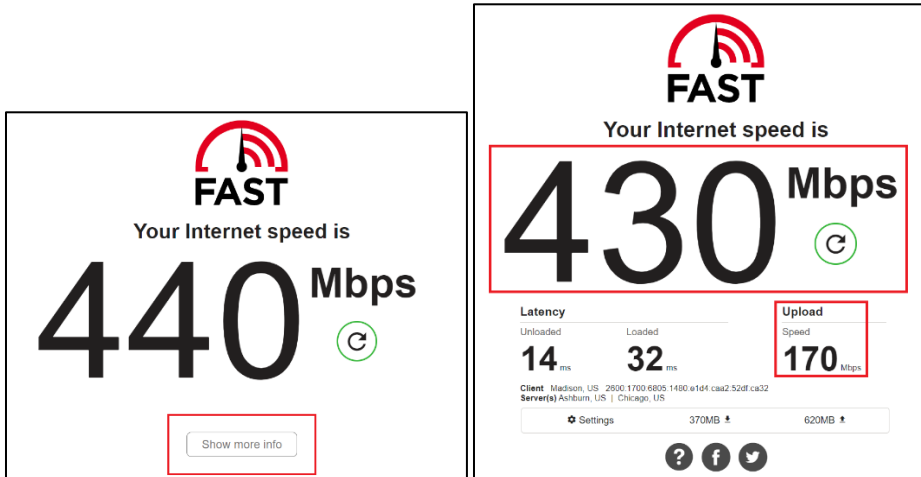
*(Phone view)*

Enter this entire code into the application form, including the town, province, and country.

## 21) 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](http://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.

## 22) Why is FSET contacting me regarding my application?

FSET has partnered with the KDSB to administer the second round of rebates for the Connecting the Kenora District Rebate Program. You may receive phone calls or emails from FSET staff regarding your application.

## 23) Who do I contact for help or with additional questions?

If you require further assistance or have additional questions, please call 1-844-441-1017 or email [KDSBstarlink@fset.ca](mailto:KDSBstarlink@fset.ca).