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Update on Internet for Nova Scotia Initiative

Internet for Nova Scotia Program - Winter 2023 Update

As 2023 draws to a close, we would like to provide you with an update on the roll out of internet service across Nova Scotia.

The Internet for Nova Scotia Initiative has met, and exceeded, the original goal to bring high-speed internet to 95% of underserved homes and businesses. To date, we have close to 97% coverage with access to connections continuing to happen regularly. With the Satellite Internet Service Rebate Program, access is now available to close to 100% of Nova Scotians.

Given the large scale of many of these projects, completion of some project areas has moved into 2024. The types and volume of make ready work required for these project areas is complex and varied, and it is taking additional time for all the pieces to come together.

There have been added challenges that impacted some of these projects.

Post-Fiona restoration efforts resulted in temporary shifts of resources by providers and partners from the overall project. This event, and more recent damage related to floodings, hurricanes and wildfires, required resources to be redirected, and further impacted required make-ready work.

impacts such as weight restrictions on some roads and woodpeckers that damage poles.

We are working closely with our partners at Bell, Eastlink, and Nova Scotia Power to minimize these impacts. We will continue to provide updated and timely project specific information on our website at [Internet for Nova Scotia Initiative](#)

It's important to note that individual addresses often have access to connections before the full project area is complete and that connections continue to happen regularly.

If you have questions, please contact us at satellite@buildns.ca or by calling 1-800-298-2854.

Frequently Asked Questions

Q. Why are there project delays? I thought this was supposed to be complete the end of this year?

A. The original anticipated completion timeline for the overall high-speed internet project was the end of 2023.

Good progress has been made and the original goal of 95% has been surpassed. While Build Nova Scotia and partners continue to work to mitigate delays where possible, these are large scale projects and some areas have been impacted which has caused a shift.

Types and volume of make ready work required for project areas can vary and it can take additional time for all of the pieces to come together. This can include additional tree trimming in denser areas, water crossing permits, and pole replacements for example. Post-storm restoration efforts result in temporary shifts of resources by providers and partners, including Nova Scotia Power, from the overall project.

Build Nova Scotia continues to work closely with partners to mitigate issues in the project delivery where ever possible.

Q. What delays are happening?

A. The project delays are related to certain Bell and Eastlink projects.

and 16 more projects will be completed by the end of 2023. Twenty eight projects (8,515 civic addresses) are impacted by this delay, and are expected to be completed in 2024.

With respect to Eastlink projects, these are smaller pockets. Currently, they are progressing with 8 projects complete or expected to complete by the end of 2023. Twenty projects (222 civic addresses) are moving into 2024.

Project pages are updated to reflect project changes, main reasons for any delays, and periodic information as they progress. [Internet for Nova Scotia Initiative | Build Nova Scotia \(buildns.ca\)](#)

Q. How long are the delays?

A. Here is a general breakdown as of early December 2023—

- January-March— 7 projects
- April-June – 11 projects
- July-September – 20 projects
- October-December – 10 projects

Addresses in some of these project areas already have access and the three-month windows are for the overall project area.

Q. Why do some areas like Cape Breton or outside of Antigonish seem to have more projects impacted?

A. These areas can have a larger amount of make ready work required given impacts from storm damage for example.

Q. How will I know what the impact is on my project area?

A. Project pages will be updated to outline any changes in date and status, as well as notes about the main requirements in the area. As well, some addresses in certain project areas have access already so the information will be updated to note how many are remaining to receive access.

This information will also be updated periodically as projects progress.

To view the full list of FAQs, visit [here](#).



Satellite Internet Service Rebate Reminder

A reminder that our Satellite Internet Service Rebate Program is still active, and you could be eligible for a one-time rebate of up to \$1000 on select satellite internet hardware and installation solutions. Please note if you are in a [current project area for high-speed internet](#) that is not yet complete, those projects continue to advance and you can switch from satellite to wired/fibre/fixed wireless once access is available.

For more information on the rebate, and how you can apply, click the link [here](#).

For a quick overview guide on the program, click the link [here](#).

As of November 2023, 89,400 homes and businesses have been connected through the [Internet for Nova Scotia Initiative](#) since it was established in 2018 and have access either through traditional Initiative projects or the Satellite Internet Service Rebate Program. To date, we have 97% coverage with access to connections continuing to happen.

Satellite Internet Service Rebate - Address Look-Up

Build Nova Scotia Website



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