



Affordable Access Plan Policy

Policy # 2025-01-06

1. Purpose

To ensure affordable high-speed internet access for individuals and households with limited financial resources, promoting digital inclusion and equal opportunities.

2. Benefits of an Affordable Access Plan

- **Bridging the Digital Divide:** Increases internet access for low-income communities, improving opportunities for education, employment, and healthcare.
- **Enhanced Quality of Life:** Provides access to essential services such as telehealth, e-learning, and e-commerce.
- **Economic Mobility:** Promotes equal access to economic opportunities, including job searching, remote work, and small business development.

3. Eligibility Criteria

- Must reside within an area served by an MOPC Network service
- Have a gross household income per the attached table each year
- Property must be your primary residence and property taxes are paid in full at time of application
- Must be the registered owner or co-owner of the property
- The Affordable Access Plan does not reimburse individuals who have already paid for service
- MOPC reserves the right to limit access when deemed necessary

4. Required Documentation

- Completed AAP application annually
- Valid personal identification (NS Provincial ID or Driver's License)
- Notice of Assessment showing total income on line 15000 for all adult members of the household over 18 years of age & Canadian Child Benefit for children and youth under 18 years showing the named children if

applicable.

5. Service Package & Pricing

- Free Standard Installation as per policy
- Speed: Up to 1Gbps for fibre-served areas
- Speed: Up to 25 Mbps for wireless served areas
- Price: \$34.99/month
- Additional WIFI mesh units available at regular price if required

6. Important Information

1. Once an application has been approved, the Affordable Access Plan is applied to the customer account for one calendar year from the approval date.
2. Application to the program can be made anytime and must be completed on an annual basis.
3. Customers must comply with all other applicable MOPC policies and terms of service.
4. MOPC commits to providing a minimum 6-month notice before any significant modifications or termination of this policy.
5. Incomplete applications will be automatically denied.

7. Program Evaluation and Feedback

- MOPC will conduct annual surveys of program participants to gather feedback and assess the program's effectiveness.
- Key performance indicators (KPIs) will be established to measure the program's success, including:
 - Number of households served
 - Internet usage patterns
 - Customer satisfaction rates
 - Impact on educational and employment outcomes
- An annual report on the program's performance will be published and made available to the public.

- A feedback mechanism will be implemented to allow participants to provide ongoing input and suggestions for improvement.

8. Implementation and Outreach

- A dedicated support team will be available to help applicants navigate the application process and answer questions.
- This policy is effective immediately and will be reviewed annually or as needed.

For further information or clarification, please contact MOPC Customer Service.

Table A: Income Eligibility Thresholds

MOPC Network - Affordable Access Plan				
Table A	Income Threshold	Qualifying AAP Plan		
Program Year	Per Household	Fibre	Wireless	AAP Price
2024-25	\$30,000	1Gbps	25Mbps	\$34.99/mth

REPEAL

All former policies and or practices of Council with respect to the Affordable Access Plan are repealed.

DATED at Pictou NS this 6th day of January 2025.

Sgd _____
