



Employee Internet Service Benefit Policy -MOPC Network

Policy # 2026-08-04

1. Purpose

The Municipality recognizes that access to reliable high-speed internet is essential for communication, education, remote work, public engagement, and participation in modern society.

As the owner and operator of a community broadband network, the Municipality is committed to ensuring employees understand and experience the services provided to residents. Offering a discounted internet service benefit supports employee well-being while also creating opportunities for employees to become knowledgeable users of the network, strengthening their ability to support residents and contribute to the long-term success of the broadband initiative.

This benefit reflects the Municipality's commitment to investing in employees while promoting the goals of the municipal broadband project.

2. Policy Statement

Eligible employees may receive discounted residential internet service provided by MOPC Network for their primary residence, subject to the terms and conditions outlined in this policy.

The Municipality recognizes that employees regularly interact with residents through customer service, operations, administration, public works, recreation, community outreach, and other municipal functions. By experiencing the service firsthand, employees are better positioned to:

- Understand the customer experience.
- Provide informed feedback regarding services and network performance.
- Act as knowledgeable ambassadors for the municipal broadband project.

- Identify opportunities for service improvements.
- Support community awareness and understanding of municipal broadband initiatives.
- Strengthen public confidence in a service that employees utilize and endorse.

The Municipality views this benefit as both an employee wellness initiative and a strategic investment in the continued success of the community-owned broadband network.

3. Eligibility

This benefit is available to:

- Permanent full-time employees.
- Permanent part-time employees.
- Temporary or term employees may be approved at the discretion of the Chief Administrative Officer or designate if the employment term exceeds six months.

Employees must:

- Reside within an area serviced by MOPC Network.
- Subscribe at their primary residence.
- Remain actively employed with the Municipality.

4. Benefit Amount

Eligible employees shall receive:

- A discount equal to 50% of the monthly cost of the residential internet package, excluding taxes, equipment damage charges, installation fees, premium services, television services, home phone services, or other optional features.

The Municipality reserves the right to amend discount amounts from time to time.

5. Service Conditions

The employee internet benefit:

- Applies only to one residential service address per employee.
- Applies only to MOPC FibreFirst and FirstHome Wireless service plans.
- Cannot be transferred to another person.

- Cannot be combined with other promotional discounts unless approved by management.
- Does not include special construction costs, non-standard installation fees, equipment replacement due to damage, or other chargeable services.
- Remains subject to all customer terms and conditions applicable to MOPC Network subscribers.

6. Employee Participation and Feedback

Employees receiving this benefit are encouraged to:

- Provide constructive feedback regarding service quality and customer experience.
- Report recurring service issues or trends through established internal processes.
- Share ideas that may improve customer satisfaction, network performance, and operational efficiency.

Participation in providing feedback is voluntary and shall not form part of any employee performance evaluation unless specifically included within the employee's job responsibilities.

7. Separation of Employment

The discount shall end:

- Upon termination of employment.
- Upon resignation.
- Upon retirement, unless otherwise approved through a separate retiree benefit policy.
- When an employee becomes ineligible under this policy.

Standard customer rates shall apply beginning with the first billing cycle following loss of eligibility.

8. Administration

The Chief Administrative Officer, or designate, is responsible for administering this policy and resolving any questions regarding interpretation or eligibility.

The Municipality reserves the right to modify, suspend, or discontinue this benefit at any time, subject to applicable employment agreements and governing policies.

Policy Rationale

MOPC Network was established to improve connectivity, support economic development, enhance quality of life, and strengthen community resilience throughout the Municipality.

Providing employees with access to the network they help support creates a direct connection between staff and the services delivered to residents.

Employees who use the service firsthand gain valuable insight into the customer experience and become more effective representatives of the Municipality's investment in broadband infrastructure. This benefit encourages employee engagement, supports recruitment and retention efforts, and reinforces a culture where staff actively contribute to the continued growth and success of the community-owned network.

By enabling employees to experience the service themselves, the Municipality strengthens its ability to deliver exceptional customer service and achieve the long-term objectives of the municipal broadband project.

Dated at Pictou, NS, on the 4th day of August 2026.

(Sgd)
