

COMMUNITY BROADBAND ACTION - FREQUENTLY ASKED QUESTIONS

WHAT IS THE INTERNET PERFORMANCE TEST (IPT)?

Connectednorth.ca has partnered with the Canadian Internet Registration Authority (CIRA) to utilize their Internet Performance Test to collect the most detailed information relating to Northern Ontario's internet speeds. If you have any questions about the speed test please visit CIRA's "[How the Internet Performance Test Works](#)" page.

WHAT IS THE NORTHERN ONTARIO INTERNET USER SURVEY?

The "Northern Ontario Internet User Survey" is a twelve question survey developed by Blue Sky Net. This updated survey is intended to reflect the internet user experience in Northern Ontario and provide information that is relevant to decision-makers in broadband development.

HOW IS THE INFORMATION FROM THE SPEED TESTS AND SURVEYS USED?

We use the information about speeds at your property to show the need and the impact improved Broadband Infrastructure will have. This helps in supporting applications to funding agencies, it helps show a business case for ISP's to develop their networks and sometimes it can point out that there are network issues that can be repaired. Survey information helps provide a Northern Ontario perspective on the impacts of broadband access on households, businesses, communities and institutions.

Your information also helps produce studies and reports that can raise awareness of the state of internet in our region. Recently, Blue Sky Net published the **Northern Ontario Broadband Report** that in part used data that had been contributed over the previous three years to illustrate what internet access was like throughout the Northern region.

WHAT IS MY ROLE IN COMMUNITY BROADBAND ACTION?

As a trusted authority in your community, Blue Sky Net relies on partners like you to deliver important information and advocate for community action. We want to empower you and your community and amplify the voices already there so decision-makers understand what broadband access is really like in our Northern regions.

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WHAT ROLE CAN I PLAY TO HELP PROMOTE COMMUNITY BROADBAND ACTION?

Being a trusted voice in your community, you are able to help deliver information to your stakeholders about the importance of community broadband action and what steps they can take to help. Information about the Blue Sky Net call for community broadband action can be disseminated through any of (but not limited to):

- Social Media
- Newsletters
- Website

WHAT DO I DO IF SOMEONE HAS A QUESTION ABOUT THE SPEED TEST OR SURVEY THAT I CANNOT ANSWER?

Blue Sky Net's team is always ready to help our community partners and community members with any questions that may arise. Questions about the speed test, survey or community broadband action can be directed to:

- *Email: info@blueskynet.ca*
- *Phone: 705-476-0874 ext: 213*

WHAT DO I DO IF I AM NOT SURE WHAT TO SAY WHEN SHARING INFORMATION ABOUT COMMUNITY BROADBAND ACTION?

If you are not sure what to say when sharing information about community broadband action, Blue Sky Net has provided suggested copy that is included in the Community Broadband Action Toolkit. You can find suggested text that can be used in the "Suggested Copy" file included in the zip file.

WHAT IMAGES OR VIDEOS SHOULD I USE WHEN SHARING INFORMATION ABOUT COMMUNITY BROADBAND ACTION?

You can use the images or videos included in the "Community Broadband Action Toolkit" zip file. The shareable media can be found in the "Media" folder and will be organized by general use type.

WHAT IF I'M HAVING ISSUES USING THE PROVIDED MEDIA?

If you are having issues using either the images or videos due to incorrect file sizes, file types or other reasons, please contact Blue Sky Net and we will provide assistance:

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- *Phone: 705-476-0874 ext: 213*