

Service Update

28 September 2018



We are pleased to provide the following update regarding the status of Morenet:

Coverage Progress

We have been working steadily to complete the core network setup; however, we are behind on our original projections for completion of the core network and availability of service to all properties by the end of September. The delay is due to equipment availability, regulatory approvals and engineering design.

By late November, we plan to have several towers installed and commissioned for service. We have positioned these towers strategically to minimize gaps in coverage. Our final stage, immediately following tower commissioning, is to identify where gaps remain and fill them as quickly as possible. The final stage will involve small, easily deployable nodes that are not subject to lengthy design and approval processes.

When we expand availability to include your property, please continue to be patient as contractors work to meet demand, particularly as we enter the late fall and winter seasons.

Our Successes

During this period of delay, we have been very busy completing network configurations, training our installation contractors, refining workflows to make installation and configuration as efficient as possible, identifying and remedying gaps in network reliability. Our Contractors can now work efficiently with high quality results, and we continue to refine that process so each customer experiences the best of Morenet as quickly as possible.

In the first year of operation we expect challenges: we are pleased to say that our network reliability and security are first-rate and will only improve. Morenet is a pioneer in internet service provision and we are confident that our start-up successes will continue. We are very pleased to hear from customers who are enjoying Morenet's services and are excited that we are getting close to being able to provide coverage to every property; this is an achievement that we are very proud of considering our small team and the time-frame in which we can deliver this service.

Specialized Services

Morenet is a pioneer in the industry: we are among the first to base our network primarily on IPv6 protocol. Though we are backward compatible with IPv4 protocol, we encourage customers to consider migrating from IPv4 to IPv6 protocol. If you are a customer requiring support for IPv4 ("static" IPv4) we can provide support for IPv4, please discuss with your contractor if you require that. **Typical or Standard customers will not require this, all standard connections work on both protocol by design.**

For customers who require other specialized configurations, like BGP, L2 transport, we can provide that support, but our priority is completing the core network. Please Discuss specialized service with your Contractor when you order your connection.

Thank You!

...for your support & patience as we continue to pioneer one of the first high-quality, affordable internet services in Canada.