

FREQUENTLY ASKED QUESTIONS

Operation High Speed

Interactive map

To ensure transparency regarding the progress of the deployment, Quebecers can check the status of their home on the interactive map.

The interactive map section provides answers to questions about household eligibility for Operation High Speed, the presence of households on the map, the accuracy of data and service information, household status, project completion deadlines, and compliance.

The interactive map is available [in French only] at <https://www.quebec.ca/gouvernement/politiques-orientations/internet-haute-vitesse>.

Missing or incorrect information

1. *When I consult the interactive map, the information displayed for my address is incorrect. How do I report an error?*

You must email the Secrétariat à l'Internet haute vitesse et aux projets spéciaux de connectivité (SIHV) team to inform them of the situation: carte.interactive@mce.gouv.qc.ca. In order to correct the information and confirm your eligibility, we may ask you to provide supporting documents.

2. *I've consulted the interactive map, but I can't find my address or my address is incorrectly identified (vacant lot, commercial lot, etc.).*

You must email the Secrétariat à l'Internet haute vitesse et aux projets spéciaux de connectivité (SIHV) team to inform them of the situation: carte.interactive@mce.gouv.qc.ca. In order to correct the information and confirm your eligibility, we may ask you to provide supporting documents, such as your property assessment roll, assessment change notice, building permit, photo of the building showing the address, or electricity bill.

The information displayed on the map comes from the Government of Québec's official geobase, which draws its data from Élections Québec, Hydro-Québec or property rolls submitted by municipalities.

3. *My address is missing or ineligible on the map. What should I do?*

You must send your property assessment roll, the latest bill from your electricity provider (Hydro-Québec) and a photo of the residence showing the civic number to the following email address: carte.interactive@mce.gouv.qc.ca.

Choice of Internet service provider (ISP)

4. *The interactive map shows that my address is served, but I don't want to subscribe to the services of the provider shown on the map.*

The Operation High Speed program aims to make at least one high-speed fibre optic connection available to all Québec households. When a supplier serves an address, it is not possible to include this household in a new project receiving financial assistance.

5. *Can I choose which supplier will serve my home? Can SIHV send an Internet service provider (ISP) to install its fibre at an address instead of another ISP?*

SIHV does not have the power to force a provider other than the one identified on the map to install fibre at an address. Citizens are free to subscribe to the Internet service available at their address.

6. *I'm having a problem with the services I'm receiving from my ISP. Can you help me?*

Any customer dissatisfied with the Internet service they receive can file a complaint with CCTS by following the link: [Canadian Commission for Complaints of Telecom-television Services \(CCTS\)](#), which is mandated to intervene. The relationship between a subscriber and their Internet service provider does not fall under the jurisdiction of the Government of Québec.

7. *My home is energy self-sufficient. Am I eligible for the satellite subsidy?*

Only homes connected to a Hydro-Québec or other electricity distributor meter are eligible for Operation High Speed.

8. *My home has recently been connected by a wired provider. Can I still receive a refund for my Starlink equipment?*

The Starlink alternative offer is a solution to compensate for the lack of wired access in areas where fibre optic deployment has lagged. As soon as fibre optic service is available, enrolment in the SpaceX Canada Starlink subsidized offer is no longer available. We invite you to contact your wired Internet service provider to find out how to connect to its services.

9. *The Internet service provider has been promising to serve us for a long time and hasn't done so. Can you tell us when we'll have fibre?*

Delays may occur in completing the work of wired connections. The completion date of fibre deployment projects is shown on the interactive map. This information is adjusted each time the interactive map is updated. In some cases, Starlink's alternative offer can be used when a wired connection is not available in the short term.

10. *I can't find my address on the interactive map. Can I get the Starlink subsidy in the meantime?*

The official Quebec address database (Géobase), updated by Adresses Québec, is essential for determining the location of your home and nearby projects. If your address is not included in this official geobase, the SIHV must first confirm your eligibility for Operation High Speed. We invite you to contact your municipality to correct the information sent to the Government of Québec. We also invite you to send us your property assessment roll and the most recent electricity bill for your property, so that we can request that your home be added to the official geobase. If your address doesn't have a wired connection, you may be offered the Starlink alternative.

11. *When will the map be updated?*

The interactive map is updated monthly. The date of the last update is indicated on the interactive map in the "Search on the [interactive map](#)" section [in French only] <https://www.quebec.ca/gouvernement/politiques-orientations/internet-haute-vitesse-etat-situation>.

12. *The supplier charges for installation and equipment rental fees. Is this normal?*

Installation and equipment rental fees may be charged by the supplier. SIHV's mandate is to provide Quebecers with high-speed Internet access. Most of the financial assistance agreements between SIHV and providers stipulate that they offer broadband Internet service at competitive prices and conditions in similar regions. It is important to note that SIHV has no jurisdiction over the relationship between suppliers and users. Individuals may file a complaint with CCTS by following the link: [Canadian Commission for Complaints of Telecom-television Services \(CCTS\)](#), which is mandated to intervene.

13. *The supplier refuses to serve me because I have a business. Is there anything you can do?*

Commercial, industrial and other addresses are not covered by Operation High Speed. It should be noted, however, that if these are located near eligible homes (year-round residences or cottages with access to electricity), non-eligible addresses will generally be covered by a supplier at the same time as these homes. We invite the business in question to contact the wired Internet service provider to find out how to connect to its services.

Provider(s) not disclosed [Fournisseur(S) non divulgué(s)]

- 14.** *The map shows that my address is served by an " Provider(s) not disclosed)." Why? What does that mean?*

The interactive map combines data from several sources. *The mention "Provider(s) not disclosed"* means that the information comes from an inventory taken by an Internet service provider (ISP) before November 2022 and received without specifying the supplier providing the service. If the name of the ISP serving your address is not indicated, please email the SIHV to inform them of the situation: carte.interactive@mce.gouv.qc.ca.

The mention "Provider(s) not disclosed" on the interactive map in the search result for your address indicates that your address would be served by one or more high-speed Internet providers, but that their availability at the various addresses is not shown on the map. According to our information, the providers potentially present in your area are: (ISP name(s) according to ISED). We invite you to contact this (these) provider(s) to subscribe to high-speed Internet services.

If high-speed Internet service is unavailable through this (these) provider(s), please contact us again, indicating the date and reason for their refusal, so that we may take the appropriate steps.

Starlink enrolment process

1. *I'm eligible for Starlink on the interactive map, but I can't find any information on the conditions of the offer.*

Households eligible for Starlink as part of Operation High Speed can get free starter equipment (\$749 value) and a \$40 reduction on the monthly bill (\$100 instead of \$140 on the standard residential subscription). Fixed shipping costs (approx. \$65) must be paid by the customer at the time of subscription.

The agreement between the Government of Québec and SpaceX is valid until June 2025.

2. *I checked the Starlink website, but it says that my address is not in an area where the service is currently available.*

The agreement between the Government of Québec and SpaceX includes reserving satellite capacity for households targeted by a Starlink project as part of Operation High Speed. By going through the subscription process at the preferential rate, eligible households are guaranteed to benefit from this agreement.

3. *My household is eligible for Starlink. How do I sign up for the satellite program?*

If your household is eligible for Operation High Speed on the map, and no wired connection is available, here are the steps to follow:

1. Complete the online identification form available when you search for your address on the interactive map. A confirmation message will appear on the screen to indicate that the form has been submitted. A letter containing a PIN will be mailed to you. Make sure you have an active mailbox at your service address. If you don't have an active mailbox, please contact our support team at sihv_ce@mce.gouv.qc.ca for specialized assistance.

2. When you receive your PIN, complete the authentication form, indicating whether it is for a new subscription or the conversion of an existing account.

3. Once you have successfully completed the online authentication process, you will receive an email from the Secrétariat à l'Internet haute vitesse et aux projets spéciaux de connectivité (SIHV) to confirm your email address:

- New subscription: Starlink will send a message to the verified e-mail address with a subscription link at the preferential rate.
- Existing account conversion: the verified email address must be the same as the one used for your Starlink account. Proof of subscription will be required to complete the conversion request.

Please allow approximately 20 working days for completion.

Please note that any registration made at a service address other than your home address may result in additional processing delays.

4. *I would like to subscribe to Starlink for my secondary residence. Is it possible to send correspondence and equipment to my primary residence?*

All correspondence regarding subscriptions to Starlink's preferential rate must be sent directly to the applicant's service address. If the residence does not typically receive postal mail, you must

obtain a P.O. box for the address in question. If you don't have an active mailbox, please contact our support team at sihv_ce@mce.gouv.qc.ca for specialized assistance.

5. *I'm already a Starlink customer. Can I get a refund on my equipment purchase and get the preferential rate?*

If your household is eligible for Starlink on the interactive map and you are already a customer, you may be eligible for the preferred rate and reimbursement of the cost of acquiring the connection kit. To do this, follow the usual process, using the link available in the search result for your address on the interactive map. Before finalizing your registration, you will need to specify whether you are already a Starlink customer and enter your account number. Proof of subscription will also be required to complete the conversion request.

Please note that the account must be active during the conversion process. The refund amount for the equipment will be credited to your customer account. In addition, the preferential monthly rate will apply from the billing period following the conversion of the subscription to the program. Certain restrictions apply.

6. *Is it normal that I have to pay shipping costs for the Starlink equipment?*

Under the subsidy program, customers must pay the shipping costs of the connection kit. Program summary:

- In effect until June 15, 2025.
- Starlink transmission equipment (antenna, router and service wires) at \$0 (\$749 value)
- Monthly subscription to high-speed Internet service up to 150 Mbps download and 25 Mbps upload (preferential rate of \$100/month on standard residential subscription, including \$40 reimbursed by the Government of Québec)
- Self-installation

Contact Starlink

7. *I'd like to contact Starlink, but I can't find a phone number or email address.*

Starlink is an entirely virtual company; there is no store or phone line to reach a sales representative. Starlink customer service is available via the company's website or app. Only customers with a Starlink account can contact them via the app. Customer service is also available in French.

8. *My home is in the woods and the vegetation is too dense for satellite service.*

The Government of Québec chose to offer a low Earth orbit satellite solution for households where wired solutions were not possible in the short term. This decision is based on the technology's performance in providing a truly unlimited high-speed broadband connection. Thousands of Quebec households are already using this service successfully, even with abundant canopy cover. The Starlink app also helps you determine the most suitable location for your home.

9. *I can't find my address in the drop-down menu. Can I use a random address to submit my request?*

As part of the enrolment process for the subsidized satellite Internet access program, you must use your service address. If your address is missing from the drop-down menu, do not use an address for which you have no proof of residence. We invite you to contact us at carte.interactive@mce.gouv.qc.ca for assistance.

10. *I've already submitted an identification form and nothing happened. I no longer see my address in the drop-down menu to resubmit it.*

Only one PIN request per service address is required. You do not need to submit multiple forms to get a PIN. A letter containing a PIN will be mailed to you. Make sure you have an active mailbox at your service address. Submitting more than one request will result in a system validation process and additional processing times to ensure that all requests are compliant.