LIO Support - Large Data Ordering Instructions

The Ministry of Natural Resources and Forestry (MNRF) makes large data available for order. To receive a copy of a large data product, follow the instructions below.

As part of providing accessible customer service, please contact Land Information Ontario (LIO) if you have any accommodation needs or require communication supports or alternate formats. Email lio@ontario.ca or call 705-755-1878.

Instructions for ordering large data

Note that due to the product sizes, FTP transfer is not currently an option. Per tile delivery is not available. Packages are delivered to the client in the same state as they were provided to LIO by the data owner.

1. Choose large data products of interest from the options in Ontario GeoHub.
2. Email LIO Support at lio@ontario.ca, notifying the support team that you are mailing a hard drive. Include the list of requested products and packages.
3. Format a hard drive large enough to meet the size requirements of the order.
   The hard drive must be:
   3.1. Compatible with Windows operating systems (at least Win 7)
   3.2. Accompanied by appropriate connection cords (e-Sata, USB, USB3, Firewire) and power sources
   3.3. Empty (data-free)
   3.4. Not encrypted
   3.5. Not a Network Attached Storage (NAS) drive
4. Attach a contact name and phone number to the hard drive, power source, and shipping box, where applicable.
5. Include return address and paid return shipping by the courier of your choice.
6. Include a list of data products and packages requested based on the choices made in step 1.
7. Ship the drive to the mailing address below.
Mailing address

Ship drives to:

Ministry of Natural Resources and Forestry
Land Information Ontario
300 Water Street
2nd Floor, North Tower
Peterborough, ON
K9J3C7
Attn: LIO Support

International Clients

Confirm that the courier cannot interpret a “Purchase Value” for the transfer media (hard drive). Often “Insured Value” as indicated on the shipping label will be interpreted as a Purchase Value. If this does occur customs clearing and duty charges will, in error, be charged to Land Information Ontario. To avoid this please ensure to make a special shipping note that all charges are to the international client.