



HIGH-SPEED INTERNET ARRIVES SOON ON CORTES ISLAND

via the Connected Coast Project

PROJECT SCHEDULE

- **Fall 2021**
Construction of the last mile network and home fibre drops
- **Late Fall / Early 2022**
Construction of subsea cable
- **2022**
High speed internet services are expected to be available on Cortes Island

The Connected Coast project will bring high speed fibre optic internet to communities along the coast and around Vancouver Island, connecting 139 communities.

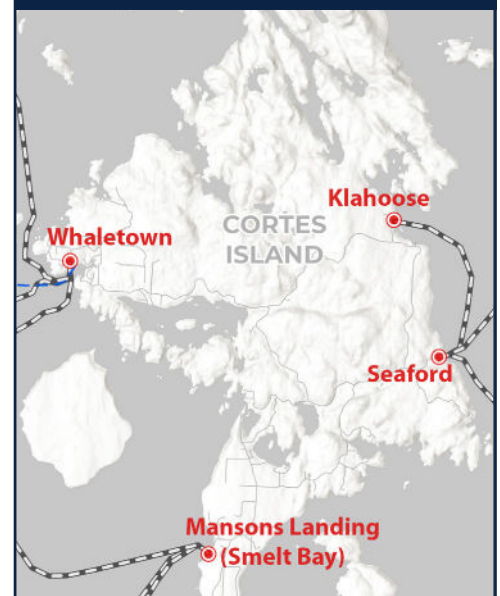
The Strathcona Regional District (SRD) and partner CityWest, a rural and small community telecommunication specialist, successfully applied for and obtained funding to build the last mile infrastructure necessary to get the fibre from the Connected Coast landing sites to homes and businesses on Cortes Island.

CityWest will bring urban-quality and reliable Internet, phone and television services to Cortes residents. Its Quantum Internet service will be delivered through the communities of Whaletown, Klahoose, Seaford and Manson's Landing, by connecting directly to the Connected Coast undersea fibre optic project.

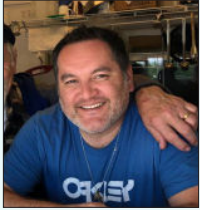
Localized expertise and employment is part of CityWest's culture and as an organization, they are pleased to announce an agreement-in-principle with TwinComm, Cortes Island's local telecommunications Internet provider.

Construction for both last mile and the Connected Coast Network is anticipated to begin this fall.

CONNECTED COAST LANDING SITES



OUR CORTES TEAM LEADERS



Constantinos (Dino)
Tsakonas

Regional Manager -
North Island, CityWest

250-202-6004

dino.tsakonas@cwct.ca

A long-time resident of Cortes Island, Dino Tsakonas has now joined CityWest as its Regional Manager for the area.

With a background in communications technology, as well as years of experience managing Twincomm, Dino is looking forward to providing great customer experiences to everyone!



Eric Geall

Operations Manager
WCI Corp.

250-720-6110

eric.geall@wciCorp.ca

Eric joins the project with extensive telecom industry experience. He owned and operated West Island Cable and served the community of Bamfield by providing wireless internet and recently, fibre to home options. The company was acquired by CityWest and Eric has transitioned to West Connect Infrastructure, the construction company bringing fibre to homes on Cortes.

'DROPPING IN' TO CORTES ISLAND

Internet Service Provider CityWest is getting ready to provide Cortes Island with great Internet, TV, and phone services. The project team will be on Cortes Island early Fall, constructing the last mile infrastructure and installing fibre drops to homes and businesses. A fibre drop is the process of installing the telecommunications cable from the road to your house: either hung from a telephone pole or buried in an underground conduit. Most Cortes connections will be underground.

Residents can now sign up for your free fibre home connection and once on the wait list, a team member will contact you to schedule a "drop" to your home or business. There is no obligation to sign up for internet services however, it's a good idea to at least connect the fibre to your house as it may increase the value of homes for future renters and home buyers.

If you sign-up before construction is finished on your road, the fibre drop installation will be **free** but after the construction period is complete, there will be an additional install charge for bringing the drop to your home. CityWest will not enter properties until permission is given. Sign up at www.citywest.ca/dropping-in.

After fibre drops are installed, the next step will be to connect the network to the Connected Coast project, a subsea fibre network that is bringing bandwidth to communities up and down the coast of B.C. and around Vancouver Island. Once connected, internet will run from the subsea fibre to your house drop through CityWest's network, providing access to CityWest's great services, including fast internet at affordable rates, without any data caps.

Funding has been provided by the federal and provincial governments for both the Connected Coast project and the "last-mile" services to your house on Cortes Island. In a partnership agreement that will see profits returned to the community, both CityWest and the SRD have made a financial contribution to the last mile capital construction.

**Learn more about CityWest's services at www.citywest.ca.
If you have any questions, feel free to email marketing@cwct.ca.**

LISTEN LIVE ON 89.5 CORTES FM

FRI JULY 23 | 1:00 - 2:00 PM

Our Cortes team leaders will be live on the Folk U Radio show (89.5 Cortes FM) answering residents questions.

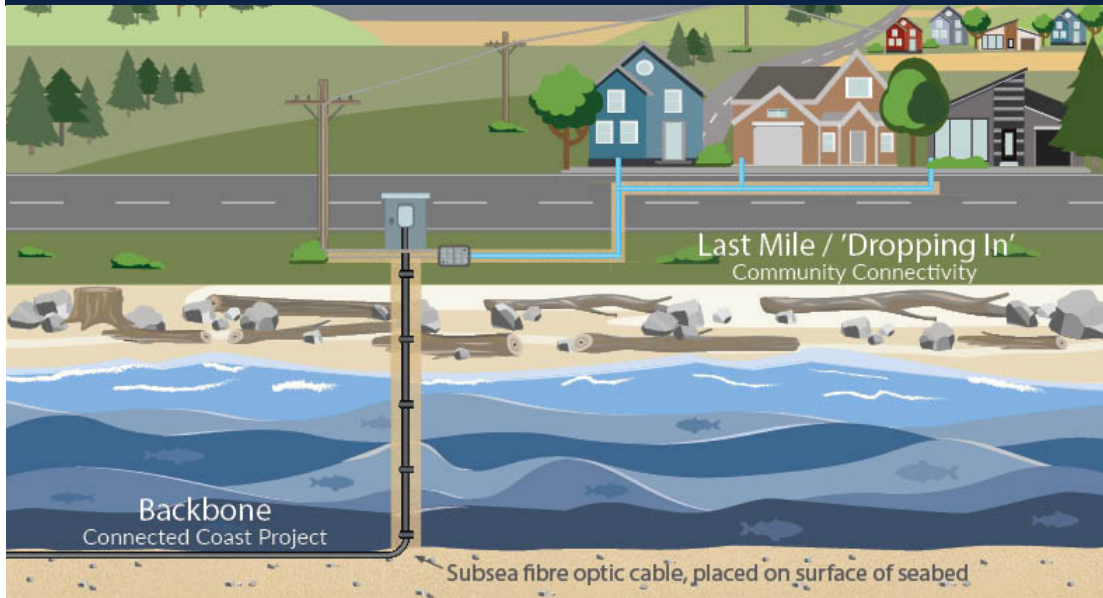
Email questions to u@folku.ca or call 250-935-0200.

SIGN UP TODAY FOR A **FREE** FIBRE INSTALLATION TO YOUR HOME!

Learn more about the no-payment and
no-obligation program at

**[WWW.CONNECTEDCOAST.CA/
CONNECT-MY-HOME](http://WWW.CONNECTEDCOAST.CA/CONNECT-MY-HOME)**
1-800-442-8664

'DROPPING IN' FAQs



1. What will the Connected Coast project infrastructure look like on Cortes Island?

The Connected Coast project is a sub-sea fibre cable that will come to shore in an underground conduit and connect into a small underground vault. Next to the underground vault will be a power pole and a small telecommunications cabinet with network equipment located near the shoreline, similar to existing utility infrastructure in your community and will vary in size.



2. Will there be road disruption during construction?

The installers will be using micro trenching to bury the small cable. This will have very little impact or disruption of roadway or right of ways. In the unlikely event that any damage occurs, it will be fully restored to its original condition.

3. What will home connections look like?

CityWest will install an underground drop, which is a fibre-optic cable that runs from the street to premises through a conduit. Similar to existing home utilities.



4. Will my yard or driveway be affected during installation?

CityWest has invested in the newest technology and machinery to provide services to residents without breaking driveway surfaces or cutting up lawns. The majority of homes will be connected by using an underground directional drill. Technicians will consult with property owners or representatives to get a better understanding of each property and any obstacles that may arise. If there is a requirement to disrupt your property, technicians will discuss the need and obtain your approval prior to any work.

5. What are the advantages of fibre-based internet?

A fiber-optic network provides the fastest and most secure internet possible where you could enjoy:

- Faster uploads & downloads
- More opportunities to work remotely & on-line learning
- Smoother streaming (without buffering)
- The ability to use multiple online devices simultaneously
- Access to virtual healthcare
- Fibre connection is hard-wired, superior connection without interruptions
- Fibre does not have radio waves associated with it.
- And more...

6. Will there be an installation fee?

No, if you sign-up before construction is finished on your street, the fibre drop installation will be free but after the construction period is complete, there will be an additional install charge for bringing fibre to your home.

For more information visit:
www.connectedcoast.ca/connect-my-home

7. Can I get the fibre installed to my house, even though I do not sign up for services?

There is no obligation to sign up for internet services however, it's a good idea to at least connect the fibre to your house as it increases the value of homes for future renters and home buyers and the installation is free while the construction team is on site.

8. Will this improve my cell phone service?

No, the Connected Coast project does not provide cell phone service however it does provide home phone service which includes wi-fi calling. There are no plans to deploy 5G technology on this network.

9. When will the fibre optic cable be installed to my home? How long before I get service?

The fibre home installations are scheduled for this fall. The next step will be to complete the Connected Coast project, the laying of sub-sea fibre-optic cable and connecting it to the four community landing sites on Cortes Island. We anticipate the completion of this phase of the project and the fibre internet up and running sometime in 2022.

10. If my home is too far from the road connection, can I still get service?

The goal of this project is to provide connectivity to as many residents as possible but unfortunately, we understand we cannot go everywhere. Please share your concerns and include your civic address, and latitude/longitude (if you know it) on the contact form at www.citywest.ca/dropping-in and a team member will get back to you.

11. Will CityWest access my property to connect the Fibre to my home and is a permit needed?

Property owners will need to provide CityWest permission to access your property to install the fibre drops. Permits are not needed for private property access and all necessary permits for public lands and right of ways are in process.

12. If I am away during the installation period, can I still have my property connected?

Yes, property owners may designate a representative on site for when installation occurs and this must be communicated with CityWest prior to connection day.

13. Will CityWest be able to monitor my internet usage and also see what I'm accessing?

CityWest may monitor internet usage as part of troubleshooting, or to identify customers who may benefit from faster speeds. They may look at network usage in aggregate, to ensure internet traffic flows smoothly. CityWest will not be able to see what is being viewed or accessed, nor do they want to. What you do on the internet is your business, not theirs.

14. If I have multiple dwellings on my property and my land is not properly zoned for it, can I still have each dwelling connected?

CityWest has no interest about what properties are legally zoned for or what is taking place on the property. The purpose of the Connected Coast project is to provide as many residents and properties with the opportunity to connect to a superior fibre internet connection.