



PROJECT SCHEDULE FOR SRD

- **Summer 2022**
Construction of the last mile network and home fibre drops
- **2022 - 2023**
Construction of subsea cable
- **Early 2023**
High-speed internet services are expected to be available

The Connected Coast project, a joint venture between the Strathcona Regional District (SRD) and CityWest, 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, has secured financing and in some communities has been awarded grant funding to build the last mile infrastructure necessary to get the fibre from the Connected Coast landing sites to homes and businesses in the Strathcona Regional District.

CityWest will bring urban-quality and reliable Internet, phone and television services to SRD residents. Their high-speed Internet, TV and phone services will be delivered through the communities of Quadra Island, Cortes Island, Tahsis, Gold River, Zeballos, Ehattesaht First Nation, Ka'yu:'k't'h'/Che:k:tlles7et'h' First Nations, Walters Cove, Sayward Valley and Sayward, by connecting directly to the Connected Coast undersea fibre optic project.

Partnerships and funding for other First Nation neighbourhoods located in the SRD will also be pursued.

The subsea fibre optic link will run directly from the shore landing to homes and businesses ensuring residents a reliable, fast connection.

Within the Strathcona Regional District, construction of the last mile infrastructure to homes will begin in the summer of 2022 and the Connected Coast Network subsea cable landing installation is anticipated for 2022-2023.

'DROPPING IN' TO SRD COMMUNITIES

CityWest is getting ready to provide great Internet, TV and phone services to customers in Quadra Island, Cortes Island, Tahsis, Gold River, Zeballos, Ehattesaht First Nation, Ka:'yu:'k't'h'/Che:k:tles7et'h' First Nations, Walters Cove, Sayward Valley and Sayward. This will be brought to your door through state-of-the-art fibre-to-the-home technology. As part of the construction phase of this project, CityWest will need to install an underground "drop" – which is a buried fibre-optic cable that runs from the street to your premises.

If you would like to grant permission to CityWest and its contractors to perform underground work on your property, please go to www.citywest.ca/dropping-in and fill in the form. It should only take about two minutes!

Once the construction crews arrive, they will be undertaking some work on your property to reach your home from the street. When the work is completed, all ground disturbances in your lawns and/or gardens will be returned back to its original condition.

When you get a drop, you are not under any obligation to subscribe to CityWest services now or in the future. If you do not sign up for a drop and decide later that you would like services installed after the initial stages of construction, there will be an additional construction charge. After you have signed up for a drop, if you would like to pre-register for services, please go to www.citywest.ca/pre-register. As a thank you for signing up, CityWest will give you your first 2 months of Internet free, after your services are installed.

If you have any questions on the project, or CityWest services, please visit www.citywest.ca/dropping-in/faqs or call 1-800-442-8664 and chat with a wonderful CityWest customer service representative!

CONNECTED COAST LANDING SITES - STRATHCONA REGIONAL DISTRICT



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

Learn more about the no-payment & no-obligation program at www.citywest.ca/dropping-in | 1-800-442-8664



1. What will the Connected Coast project infrastructure look like in the SRD?

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. See example below.



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 a hard-wired, superior connection without interruptions
- Fibre does not have radio waves associated with it.

6. Will there be an installation fee?

Not if you sign-up before construction is finished on your street. However 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 will save you money over having it done at a later date. Having access to high-speed Internet has many advantages, recognized by renters and homeowners alike.

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 and wi-fi calling which can be done using a cell phone and Internet connection. 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 to take place this summer. The next step will be to complete the Connected Coast project, the laying of sub-sea fibre optic cable and connecting it to your community landing sites. We anticipate the completion of this phase of the project and the fibre Internet up and running sometime early 2023.

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. Please make a note of that in the "Notes" section on the online "Dropping In" form at www.citywest.ca/dropping-in

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?

Yes. 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.

15. How much will my CityWest bill cost?

The price of your bill will depend on what services you subscribe to. To find out about packages offered, please visit www.citywest.ca.