



HIGH-SPEED INTERNET ARRIVES SOON ON HORNBY & DENMAN

via the Connected Coast Project

PROJECT MILESTONES

Stage 1

The permitting process will begin.

Stage 2

Civil construction begins

Stage 3

Islands connected to the Connected Coast fibre-optic link

Stage 4

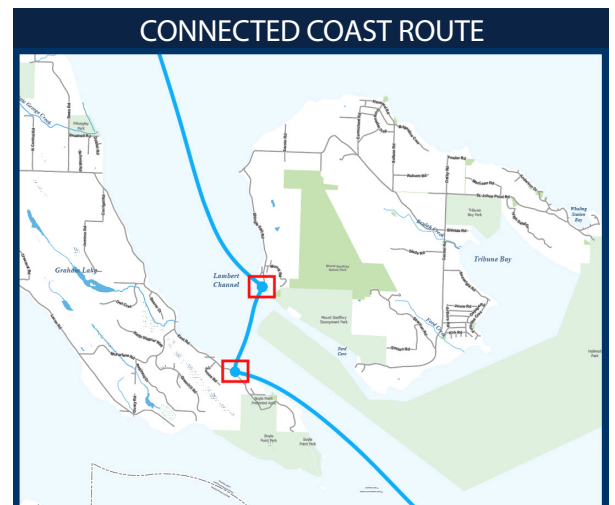
Last mile installation

The Connected Coast project, a joint venture between CityWest and the Strathcona Regional District, will bring high-speed fibre-optic Internet to communities along the coast and around Vancouver Island, connecting 139 communities.

CityWest, a rural and small community telecommunications specialist, successfully applied for and obtained funding to build the last-mile infrastructure necessary to bring fibre from the Connected Coast landing sites to homes and businesses on Hornby & Denman Islands.

With this funding, and in partnership with the island communities, CityWest will provide urban-quality and reliable Internet, television, and telephone services by connecting directly to the Connected Coast undersea fibre-optic project.

CityWest values local community partnerships throughout its service area, and in that spirit, the company is working with the Hornby Island Community Economic Enhancement, the Denman Island Internet Committee, and the Comox Valley Regional District to find ways to provide the best technology alongside amazing customer service.



OUR LOCAL TEAM LEADERS



**Constantinos (Dino)
Tsakonas**

**Regional Manager - North
Island**

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dino.tsakonas@cwct.ca

A long-time resident of Cortes Island, Dino Tsakonas has now joined CityWest as its Regional Manager for the Coastal B.C. area. He's looking forward to meeting lots of new faces on Denman and Hornby Islands.

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-the-home options. The company was acquired by CityWest and Eric has transitioned to West Connect Infrastructure, the civil construction company bringing fibre to homes on Hornby & Denman Islands.

'DROPPING IN' TO HORNBY & DENMAN

Internet service provider CityWest is getting ready to provide you with great Internet, TV, and phone services, backed up with amazing customer service! As they move forward with the project, they are working closely with their partners on Hornby and Denman Islands, as well as the Comox Valley Regional District.

To ensure things move as smoothly as possible, CityWest is requesting that residents fill in a "Dropping In" form that will give the company permission to bring fibre-optic infrastructure from the road to your home or business. Known as a "drop," this is the last-mile fibre-optic cable that will be buried in an underground conduit that will allow you to access super-fast Internet services. You can sign up for a drop at www.citywest.ca/dropping-in

Signing up for a drop does not obligate you to sign up for CityWest services, and nor does it bypass the permitting process that will be undertaken before construction. It simply gives us a good idea of who maybe interested in better internet service when electoral area approval is provided to move forward with this project.

If you sign up for a drop before construction commences, the installation cost for the drop will be **FREE**; however, if you sign up for a drop after we've finished construction, there will be an additional installation charge for bringing the drop to your home. CityWest will not enter any property until we receive permission.

After fibre drops are installed, the next step will be to connect the network to the Connected Coast project. Once connected, Internet will run from the subsea fibre to your home through the CityWest network, providing access to CityWest's great services, including fast Internet at affordable rates, without any data caps.

Funding for the Connected Coast and the "last mile" infrastructure to your home has been provided by the federal and provincial governments. Additionally, the Comox Valley Regional District will hold a referendum in November for Denman and Hornby Island voters to determine whether they want to enter into a partnership agreement with CityWest, where 10% of "last mile" infrastructure construction costs will be contributed by island residents and ratepayers. For more information, visit www.comoxvalleyrd.ca/islandsinternet

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Lots of HD channels!

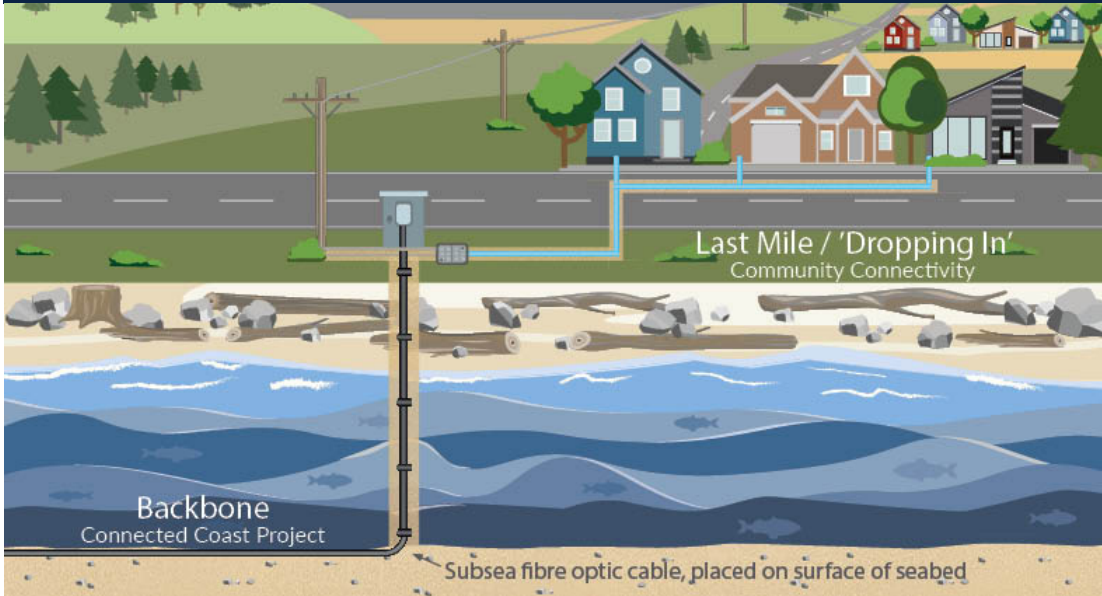
Phone

Keep your phone number and get lots of great features!

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**
1-800-442-8664



1. What will the project infrastructure look like on the Islands?

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 the picture below as an example.



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.

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.citywest.ca/dropping-in

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 services. However, CityWest will be offering landline telephone services through our network.

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

The next step will be to complete the Connected Coast project, the laying of sub-sea fibre-optic cable and connecting it to landing sites on Hornby and Denman Islands. We will provide additional information after the November 27 referendum and electoral approval to move forward with the project has been received.

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?

In order to access property for the installation of fibre drops, CityWest must obtain permission from property owners. Private property owners are encouraged to provide their permission now. We are looking to finalize all necessary permits for public lands and rights-of-way after elector approval.

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. We 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 we want to. What you do on the internet is your business, not ours.

14. If I have multiple dwellings on my property, 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 our packages, please email marketing@cwct.ca and we will respond with our most current pricing.