



1. When and where will door-to-door canvassing occur?

CityWest representatives are planning on returning to Lund in the summer of 2026. Residents may see staff walking door-to-door to answer questions and provide information about the project and how to ensure their property can be connected. Customers can contact CityWest's friendly, local Customer Service team at any time with questions about their services by calling 1-800-442-8664 or visiting www.citywest.ca.

2. What can residents expect from a door-to-door conversation with CityWest staff?

Residents can expect quick conversations with CityWest staff to learn more about the fibre project and how to take part. Staff will explain how the network is being built, and how residents can sign up to have fibre services installed in their home.

3. Who can residents contact with additional questions?

Residents can contact the CityWest team directly at citywest@cwct.ca or call 1-800-442-8664. Staff are available to answer questions about sign-ups, and service availability.

4. What is involved in servicing properties and when will this occur?

During construction, crews install the main fibre lines along roads and utility routes. If a resident signs up, a fibre drop line can be installed from the main line to the home.

5. Information on construction sequencing (who does what and when)

Construction typically occurs in stages:

1. Network design and permitting
2. Installation of main fibre lines along roads or existing utility routes
3. Property drop installation for residents who have signed up
4. Network testing and activation

Different contractors may be responsible for specific parts of the build, while CityWest oversees the overall project and service activation.

6. Why switch to CityWest?

With CityWest's fibre services, you get lightning-fast speeds, rock-solid reliability, and the bandwidth to handle everything modern life demands. From seamless remote work and online learning to buffer-free streaming and virtual healthcare, CityWest keeps you connected without interruptions. Built for today—and ready for tomorrow—CityWest delivers a level of performance you can count on every day.

7. How is the QRD involved and what is the role of local governments in this?

Regional districts and local governments often support connectivity projects by helping coordinate with communities, assisting with local permitting or infrastructure planning, providing financial support for the infrastructure, and sharing information with residents. CityWest works collaboratively with these partners to help ensure the project aligns with community needs and regional connectivity goals.

8. Can you provide an overview of the Connected Coast project, including its scope, investment, and funding partners?

The Connected Coast project is a joint initiative between the Strathcona Regional District (SRD) and CityWest to expand high-speed fibre-optic Internet access to 139 rural, remote, and First Nation coastal communities across British Columbia from north of Prince Rupert to Haida Gwaii, south to Vancouver, and around Vancouver Island.

The project represents an estimated \$45.4 million investment and will deliver 159 landing sites along the coast. Of this, \$32.5 million will be administered by the SRD and \$12.9 million by CityWest to construct the required infrastructure.

Funding is provided by the Government of Canada's Connect to Innovate (CTI) program, Indigenous Services Canada, and the Province of British Columbia through the Connecting British Columbia program, administered by Northern Development Initiative Trust.