



Dear Neighbour,

Your community is about to change in an extremely exciting way. That is because F3 Networks Canada Inc. (F3) is going to build a cutting-edge fibre optic network to reach homes and businesses in your community.

**Who Is F3 Networks Canada Inc.**

- A Canadian company registered with the CRTC as a telecommunications carrier. F3 has a commercial agreement with TELUS to bring Purefibre services to your neighbourhood.

**What to Expect During Construction**

- The fibre optic cable installation will follow the same path as existing utility services:
  - if your premises is serviced from a pole, then the fibre cable will come from the same pole infrastructure via a similar path from pole to premises
  - if your area is serviced with buried power and communication facilities, F3 will strive to utilize existing conduit infrastructure if available, or install new infrastructure where no existing conduit is present
- All civil excavation will be performed with the utmost care and attention to safety and all restoration activities will commence upon completion of work in the area
- F3 will be permitted for work in the public right of way which is reviewed and approved by the City
- Our crews will follow all regulations for municipal and provincial traffic management permits to ensure there is minimal impact to traffic flow

Once we are done, you will have access to a lightning-fast internet connection that is never shared and never slows down, even during peak hours. If you are currently with another provider, that is no problem as we are simply giving you the opportunity to connect your home or business to this revolutionary network in case you want to take advantage of increased speeds and reliability in the future. This project will be completed at no cost to you!

**Next Steps**

F3 would like to request your permission to install a fibre optic line to your premises. This can be accomplished in one of three ways:

1. Below is a QR code that you can scan to provide your information. Once you've signed up via the QR code, your fibre connection will be scheduled when our crews are in your area. A representative will contact you to discuss the installation process and schedule which may include excavation if you live in an area with buried services.



2. As a second option, you can also email F3 at [customerservice@f3networks.ca](mailto:customerservice@f3networks.ca). As the property owner, your email will need to include your name, mailing address and email address so that we can contact you to discuss the fibre install in advance of work being started.
3. As a last option, we will also have a team going door to door to request your permission to install the fibre optic line to your home or business. The representative will explain the steps to have this work completed including an approximate timeline.

Please note that there will not be any work done on private property without advance permission. The information collected will be used for our records to know which homes have the fibre connection completed.

You can also use the same F3 Customer Service email address ([customerservice@f3networks.ca](mailto:customerservice@f3networks.ca)) for any questions related to the fibre optic build, or calling 778-200-9100.

[www.f3networks.ca](http://www.f3networks.ca)

## **Frequently Asked Questions**

### **Q -How does the work you are doing to install the fibre network affect my property?**

There are two main methods of installing fibre: hanging it aerially, or burying it underground. Sometimes, it requires a combination of the two. It depends upon the area, the property and ground as to which method is used. But even when we have to bury the equipment, the work will not affect your property in any significant way. It is our goal to restore all property to the previous condition per municipal guidelines.

### **Q - What are the paint lines/flags used for and how will they be removed?**

The paint lines and flags mark the approximate location of buried utilities.

Taking precautions before installing the new fibre cable is vital. Before we begin digging, we hire a company to locate and mark where existing utility infrastructure lies. We also return to mark your actual property once it's time to connect the fibre to your home. The paint helps us ensure we are drilling and installing the new conduit safely away from utilities. The paint is water based; therefore, it dissolves after a few weeks. Following some rainfall or cutting of the grass, there should be no trace. Flags will be removed by the construction technicians once the work is completed.

The most likely inconvenience is the installation of a small flush-to-the-ground 'flower pot' to house a temporary conduit connection. This flower pot will be removed once the new conduit is connected and buried to the home.

If your home has a conduit already in place, and is usable, we will simply pull the fibre through. We will restore any impact to your property once the work is complete and the weather permits. If your grass has been disturbed, we will clean the area and plant grass seed.

**Q. Do you cut into driveways, and if so, how do the crews repair them?**

We will avoid cutting driveways unless absolutely necessary. If we need to cut into your driveway, it will typically entail cutting a small 'coring' hole. These holes are repaired afterwards, usually by filling in the holes with new concrete. The repair depends on the size and scope of the work, so we will determine the necessary work required to repair the area on a case-by-case basis.

**Q. - What is the process to get fibre to the point of access in the house? Do they still need to dig up my lawn to get the fibre to my house?**

Depending on the area, we will either build a connection underground or install it aerially. For an underground installation, we drill a path for a conduit pipe to run from the below ground 'flower pot' box we install, to the house. The drilling is conducted using either a small plow or compact drilling machinery. Both are relatively non-intrusive with very little ground disturbance, as opposed to excavating your lawn with large machinery. There are instances where a service box is required to be installed in addition to the temporary flower pot. In these instances, we make every effort to install this service box in the City's boulevard.

If there is no boulevard space available, the service box has to be installed in the utility right-of-way. For an aerial installation, we connect a fibre cable from the termination point along the aerial network (typically installed next to a pole and attached to the aerial strand) and directly to the house. A small termination box is installed onto the side of the house. From there, a different kind of fire-resistant, bend-insensitive fibre is installed and attached to the active equipment inside the customer's home for safety and ease of connection.

It is unlikely your lawn will be significantly impacted. In most cases, we will employ a less intrusive process of using a small vibrating plow or compact directional drill. Sometimes, small holes need to be dug along the route. A small hole will be dug at the base of the termination location to bring the conduit up and into the termination box.