



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. 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) for any questions related to the fibre optic build, or calling 778-200-9100.

www.f3networks.ca