

## FREQUENTLY ASKED QUESTIONS

### 1. What is Axia's fibre network?

Fibre optic transmits data as particles of light, allowing large volumes of information to be sent to your home or business at the speed of light. Unlike copper cable, which cannot handle today's bandwidth needs, Axia fibre lets you enjoy the latest in technology, entertainment and communication with lightning fast speed now, and in the future.

### 2. How does fibre benefit your community?

It's time to free yourself from slow Internet speeds, reliability issues, and data caps. The promise of future proof connectivity will attract businesses who rely on connectivity to compete in the marketplace. It will attract new residents who are seeking smaller community life, but are not willing to give up reliable and fast internet access. It will help retain younger members of the community who won't necessarily have to leave to seek out new opportunities.

### 3. I'm a homeowner. How will Axia fibre benefit me?

Axia fibre gives your family the dedicated connection you need to stream, download and surf at powerful speeds – making the most of quality time. A future-proof fibre connection has been proven to even raise the value of your home.

### 4. I'm a small business owner. How will Axia fibre benefit me?

Faster Internet delivers business efficiencies including quick upload and download speeds, file sharing, online collaboration and Cloud capabilities – saving you time and money. Whether you're growing your business from the ground up or looking for new growth opportunities, the Axia fibre network can help you build your business for today and for the foreseeable future.

### 5. How much does connecting to Axia fibre cost?

The infrastructure capital is covered by Axia. Then our representatives will visit every premise in your community to request permission to connect the network directly to your home or business. After the connections are completed, our teams will return to advise you about products and services available through fibre.

### 6. How can I get Axia fibre network?

Word of mouth is key! Tell your friends, family, neighbors, grocery clerk, hair dresser to go to [www.axia.com/Alberta](http://www.axia.com/Alberta) and 'express your interest' Share the link on Facebook, Twitter, etc., any way you can. The goal is to get more than 30% of your community to fill out our online form (address, first & last name, phone number, e-mail only) so we know you're interested in becoming Axia's next FibreTown.

### 7. How close are we to 30%?

Many towns are excited to receive fibre infrastructure and are working hard to raise Expressions of Interest (EOI) from 30% of their community. Because it is a competitive process, Axia must keep progress numbers private to ensure clear communication. Believe us, once you have enough EOI's to attract fibre infrastructure, you'll know!

The more EOI's a community has, the better its chance of being selected for fibre infrastructure! In the past, successful FibreTowns have spread the word by: being active on social media, asking family, friends and co-workers to sign up, printing advertisements, etc. You can do the same to ensure your community is successful!

### 8. What will happen to my property when the Axia fibre network is being installed?

Our service technicians are trained to use the most non-invasive techniques available to hook up your speed-of-light service. The infrastructure will follow the same connection path as your existing cable, with connections made either below ground or aerially via poles.

### 9. Why can't I sign up for service today?

In order to make Axia fibre optic internet, someone needs to build the network. Thankfully Axia has you covered. If your town is engaged and reaches more than 30% interest, Axia can then implement the next phase: Evaluation. Our engineers and technicians now invest their time in due diligence and feasibility studies. If that phase is successful, Axia will then announce that community as our next FibreTown and begin building the network. The best way to help move this along is to express your interest at [www.axia.com/Alberta](http://www.axia.com/Alberta) and get as many of your friends and neighbors as you can to do the same.

### 10. Do you offer a cable and telephone package with your service?

Axia believes in giving Albertans the ultimate choice in how you use your fibre connection. Therefore, Axia does not lock customers in to "bundles." There are many solutions to voice communication and viewing needs available online, which are customizable by YOU! On average, Axia customers save up to \$888 per year! Curious how customers build their own Axia worlds using IPTV or VOIP telephone? Ask an Axia representative and they'll be happy to share the latest and greatest with you.

### 11. How can I get more information?

We've created a unique website for your community where you can learn more about the Axia Connect network, get updates on when it will be available in your neighborhood, give us permission online to access your property, and sign up to receive updates and more information.

Visit [axia.com/Alberta](http://axia.com/Alberta)



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AT THE SPEED-OF-LIGHT.**

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