

## **Alberta Beach – Val Quentin -Sunset Point**

### **Q&A: Bringing Next-Generation Fiber Internet to Your Community**

**Q:** Can you tell me about the new fiber internet service launching in 2025?

**A:** Absolutely! Connect Mobility Inc. is introducing 1 Gig Fiber Internet for homes and businesses in Alberta Beach, Val Quentin, and Sunset Point. Our high-speed, reliable network will be installed on 660 Fortis Alberta poles, ensuring direct-to-door connectivity.

In areas where there are no Fortis poles available, we will install fiber directly to the homes.

**Q:** Why should residents and businesses sign up now?

**A:** To make this project viable, we need at least 400 sign-ups within the next 45 days. We have 170 people sign up as of Feb 18<sup>th</sup>, 2025. Early sign-ups receive exclusive benefits, including 1,000 Mbps upload and download speeds for just \$59.95/month for five years.

**You can cancel the service at any time with no penalty within this 5 year promotional period.**

**Q:** What happens if someone is currently in a contract with another provider?

**A:** No problem! If you sign up now, we will honor the discounted Founders' price when you switch, even if you're still under contract with another provider.

**Q:** Are there any installation costs?

**A:** Not for early sign-ups! Installation is completely free during the initial network build. After that, installation costs will range from \$250 to \$1,000.

**Q:** What makes Connect Mobility different from other internet providers?

**A:** Several things! We're locally owned and have been trusted since 1998. Our network is built on Alberta's Supernet backbone for stable, high-speed connections. Plus, we're transparent—no hidden fees, no long-term contracts, and our service even helps increase property values.

**Q:** Can you tell me about the fiber technology you're using?

**A:** We're deploying the Corning FlexNAP system, a cutting-edge fiber optic solution. It's built for durability, fast repairs, and minimal downtime, making it perfect for harsh weather and rural conditions.

**Q:** What kind of router do you recommend?

**A:** We offer TR-069 compatible Zyxel routers for \$150. They enable remote troubleshooting, automatic firmware upgrades, and full network optimization. **However, any router can be used with our ONT.**

**This link describes remote ability of TR-069 remote management.**

**<https://www.zyxel.com/service-provider/na/en/tr-369-tr-069-remote-management>**

The Zyxel EX3510-B0 supports the WiFi 6 (11ax) standard to offer lightning-fast throughputs of up to 5 GB. The performance enables operators to provide UHD 4K/8K services.

**Q:** How reliable is your network and support?

**A:** Our local installers keep extra fiber sections, routers, and ONTs on hand for quick replacements. If there's damage to aerial fiber, we can fix it in less than a day. Plus, we have Supernet-backed stability and an SLA for major issues. The networks we operate today delivery 99.95% uptime. This represents a 8.6 hours of downtime per year.

**Q:** Will speeds slow down during peak hours?

**A:** Not at all. We purchase bandwidth based on peak-hour demand, ensuring consistent speeds even during the busiest times.

**Q:** What will the rates be after the promotional period?

**A:** The standard rate for 1 Gig service will be \$89.95/month after the promotional period. However, you can cancel anytime with no penalties.

**Q:** Where can people sign up?

**A:** They can sign up at [signup.connectmobility.ca/signup](https://signup.connectmobility.ca/signup). For more information, they can also **call 1-587-287-0131 or email [support@connectmobility.ca](mailto:support@connectmobility.ca).**

**Q:** Thanks, Merle! This sounds like a fantastic opportunity for the community.

**A:** Absolutely! We're excited to bring next-generation fiber internet to these communities.