

High Level Overview of Island-Wide Broadband Project – April 2023

Key Milestones	Date	Summary
Underground Drop Installation	1 st Qtr 2023	<ul style="list-style-type: none"> Underground drop conduit and cable installations complete for previously registered properties.
Customer Experience Testing	Begins March 2023	<ul style="list-style-type: none"> Evaluation of processes, website components, and network performance from customer sign-up through service activation and initial operations with select test customers. Incorporation of changes / improvements as identified. Test business customer installations
Customer Sign-up, Service Installation, and Activation	April – October 2023	<ul style="list-style-type: none"> Customer sign-ups open by service area, after which the installations will be scheduled for installation and activation. On-site equipment installation, service activation, and testing by Sertex followed by customer sign-off. Fiber drop cable installation, if not previously installed. Sertex continues to meet with business, MDU, and multi-use parcel owners to identify and engineer specialized service requirements; this work is ongoing.

Key Milestones	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	
	Network Construction -Underground Drop Installation	Start - Live Operations											
Customer Experience Testing (Residential, Commercial)													
Customer Sign-up, Service Installation, and Activation													
FSA 1 (Open, Schedule, Installs)													
FSA 2													
FSA 3													
FSA 4													
FSA 5													
FSA 6													
FSA 7													
FSA 8													
FSA 9													
FSA 10													
FSA 11													

FSA schedule is an estimate and will be refined over time based on actual experience related to the volume, timing, and scheduling of installations.