The BCDA has assembled the following questions regarding fibre install in Baldur, with the intent of providing residents with a side-by-side comparison to assist in understanding the process and selecting a supplier. Responses, as provided, will be posted to the Baldur, Manitoba Facebook page and in the Baldur Gazette. We ask that responses be as full and complete as possible and add N/A for sections not applicable to your company.

Please provide responses by Wednesday, October 27th to Randy Desrochers, BCDA President at [rddesrochers1@gmail.com](mailto:rddesrochers1@gmail.com) Please contact Randy if you have any questions or concerns with this request.

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| **Question** | | **ValleyFibre** | **RFNow** |
| 1 | When does the free installation period end? | No End. Free on a two year contract. | A minimum of 5 years, and covers the entire Municipality of Argyle including rural areas and towns. |
| 2 | What is the minimum contract length? | We can do month to month – install fee would then be required. 2 year gives the customer a free install | 36 months |
| 3 | When does the contract start? | When services start | After the installation is complete |
| 4 | When does billing start? | When services start | After the installation is complete |
| 5 | When will conduit / fibre be installed in Baldur and when will customers receive service / signal for the following? | Construction has started with services to start in 4-6 weeks | RFNOW fibre is already in Baldur and the surrounding community. By the end of next year fibre will be in all corners of the RM of Argyle and free installs apply to all locations within the RM. |
|  | Internet | Yes Bundle for 2 or all 3 | RFNOW fibre is already in Baldur and the surrounding community. By the end of next year fibre will be in all corners of the RM of Argyle and free installs apply to all locations within the RM. |
|  | TV | Yes | RFNOW does not directly offer a TV service but does allow access to TV services over the internet, significantly reducing or eliminating the need for a stand-alone only TV service. |
|  | Phone | Yes | RFNOW home phone service is available all residential customers with our fibre service. RFNOW also offers customizable business phone packages to those with higher needs fibre is already in Baldur and much of the RM of Argyle the surrounding community and installing home phones. |
| 6 | How and when will up/down speeds be confirmed? | |  | | --- | | When installer is on site – a speed test is done in a number of locations of the home. Internet speeds are guaranteed on a wired device. WiFi speeds can vary depending on distance from router and setup of the home or business. However we offer access points that redistribute the wifi signal. | | Speeds are confirmed with the customer at the time of installation based on the service coming from RFNOW’s media converter. The technicians show the customer the speed coming into their location. |
| 7 | If speeds are slower than advertised, how will this be addressed to meet listed speeds? | |  | | --- | | We have a 24/7/365 service team. In Canada we are one of a few ISPs offering every customer a dedicated fiber connection. | | For any service issue, the RFNOW Customer Support team works with the customer to rectify the situation. |
| 8 | What is the cost of installation after the free install period has expired? | No cost for installation on a 2 year contract. | The cost of installation after the 5 year free install period, is based on the distance to the existing fibre circuit. |
| 9 | What is the minimum number of customers required to have installation crews return to Baldur after the initial installation? | No minimum. We have our own in house install crew and equipment. Our preference would be a dozen or so. | RFNOW does not have a minimum number of customers to return to a location. |
| 10 | If not, what is the guaranteed timeline to return? | 2-3 months. But these timelines can be expedited. | Installation timelines are based on the location and availability of personnel and equipment. RFNOW strives to ensure installations are completed within 90 days or much sooner. |
| 11 | We would like to better understand why such a discrepancy exists in up/down speeds?  VF lists speeds of 150, 250, 500, 750, and 1000 Mbps while RF now lists speeds 300/300 Mbps? | Our build is a Dedicated Fiber build. Not a shared or GPON build. Your neighbors do not share the same fiber strand on the VF network. I have included some articles on the VF difference. We have significant bandwidth capacity at our Tier 3 data center. We have installed high count fiber on our whole network. We continue to set a standard in the industry. This capacity and dedicated fiber design have gained the attention of ISED, CRTC, CIB, and our funding partner DIF. This is a 50+ year build. There is much to say on this topic. We really have not limit on capacity. We are already offering customer 2.5G and soon 10G connections. And we want to offer all our customers the same speeds and same prices as our urban customers in Winkler / Morden etc. | RFNOW fibre speeds start at 300/300 Mbps and go up to 10/10 Gbps for residential customers. For commercial customers, speeds start at 300/300 Mbps and can go to 10/10 Gbps if required. |
| 12 | RFNow – what is the difference between your Residential Fibre service and Residential Wireless service and the substantial difference in speeds and cost? | I know this is an RFNow question. We have also been in the Fixed Wireless Business for the past 10 years. Installed 6 new towers last year, and another 6 in the PSSD in the next 6-8 months. Pembina, Louise, and Cartwright-Roblin | RFNOW only offers fibre service in the RM of Argyle and will not leave anyone without service who wants it. |