

SouthWestern Integrated Fibre Technology Inc. (SWIFT) is a not-for-profit, collective broadband initiative that is funding the construction of an affordable, open-access, ultra-high-speed fibre-optic regional broadband network for everyone in Southwestern Ontario, Caledon and the Niagara Region. To connect everyone as effectively and efficiently as possible, we're collecting information about how residents, farms and businesses currently use the Internet. This information will help us to determine where we will invest our funding and support SWIFT in achieving our goals of building "broadband for everyone." Your participation in this survey is completely voluntary and you may opt out of any question in the survey. All of your responses will be kept confidential. They will only be used for statistical purposes and will be reported only in aggregated form.

Who can participate in the surveys?

We are collecting information from two main groups of respondents in southwestern Ontario, Caledon and the Niagara Region. Each group has their own survey link which can be found on the [SWIFT](#) website.

- Households or residential premises (including farms and seasonal dwellings)
- Businesses of all sizes

What questions are in the surveys?

The questions will vary according to the type of user group. All surveys will ask about Internet service at the premise. Information about Internet connectivity includes the type of connection and access, bandwidth, download and upload speeds, duration of monthly plan, number of on-site users, etc.

What information should I have on hand to answer the survey?

Participants should have their Telecom Service Provider name and contract information at hand. For individuals who use more than one provider, please have the list of user sites and addresses available to input into the survey.

How long does it take to complete the survey?

Depending on the detail provided in your answers, it should take you approximately 15-20 minutes to complete.

Can I start and then finish the survey at a later time/date?

Yes, if you use the same computer. Once you open the survey link and begin to complete the survey, your information will be saved.

Is the information I provide kept confidential?

Participation in this survey is voluntary. You may decline to answer any of the questions except the granting of consent and location. Your responses to the survey will be made anonymous and your responses will remain confidential. No personal identifiers will be reported or shared that would allow you to be identified without your consent.

Why should I participate in the survey?

The information collected from these surveys help SWIFT to assess and address current opportunities and challenges related to Internet connectivity. This information is used to design, build and evaluate the SWIFT Network. For analytical purposes, SWIFT will share this information with the University of Guelph's [R2B2 Project](#) and store it in the SWIFT data base. The anonymized survey data will be kept in a secure server location which is accessible to only the designated staff and will be retained for 20 years. Results without personal identifiers may be used for comparative purposes in future surveys. Aggregate results will be widely communicated and a summary of the results will be available on the SWIFT website. Results without personal identifiers will be aggregated for papers in scholarly publications and conferences.

Information collected through this survey is protected under the following policies:

- [Freedom of Information and Protection of Privacy Act \(FIPPA\)](#)
- [Personal Information Protection and Electronic Documents Act \(PIPEDA\)](#)

Note about on-line surveys: Because data collection occurs via the Internet, complete confidentiality of the data cannot be guaranteed. If you are using a public computer to complete this survey, please remember to: 1) erase the history, 2) empty the cache and 3) close the browser.

If you have trouble accessing the survey or require the survey in an alternative format, please contact swiftsurveys@swiftnetwork.ca or 1-519-914-1308.

Why does the survey ask, “Are you an Indigenous Person, that is, First Nations, Métis or Inuk?”

This question has been included to satisfy our Contribution Agreement with the Ontario Ministry of Agriculture, Food and Rural Affairs (OMAFRA). As part of our funding agreement, the duty to consult has been delegated to SWIFT and as such, we must make every effort ‘to consult with and, if appropriate, accommodate any Aboriginal Group with an interest in the project.’ The SWIFT survey is just one of many ways that we are encouraging ongoing consultation with all community members across southwestern Ontario, Caledon and the Niagara Region. Prior to launching the survey, SWIFT consulted with our data collection partners at the R2B2Project at the University of Guelph who confirmed that the question must be compliant with ethical standards that allows an individual to skip this and other questions if the individual does not wish to answer the question. Furthermore, consent is included in the survey and participation is completely voluntary. SWIFT respects its relationship with Aboriginal Peoples. The organization consults regularly with our First Nation members of the Advisory Committee and Board of Directors and other indigenous partners on topics of interest to Aboriginal Peoples. Finally, we want to assure you that the information collected from these surveys is very important. It will help SWIFT to assess and address current opportunities and challenges related to Internet connectivity and monitor outcomes of the investment including attention to equity and access for everyone.

About the SWIFT initiative

SouthWestern Integrated Fibre Technology Inc. (SWIFT) is a not-for-profit, collective broadband initiative that is funding the construction of an affordable, open-access, ultra-high-speed fibre-optic regional broadband network for everyone in Southwestern Ontario, Caledon and the Niagara Region. To overcome our region’s broadband infrastructure gaps, SWIFT has developed a long-term plan to help more than 3.5 million Ontarians, or 25% of Ontario’s population, to connect and keep pace in a

changing digital world. The project is leveraging \$180 million in combined investments by the federal and provincial governments and over \$17 million in investments by municipalities across the region. SWIFT membership is open to any community or organization in southwestern Ontario that needs connectivity to any of its locations. Members benefit from SWIFT's significant procurement expertise, including aggregated demand, negotiated rates, and support in preparing RFPs for broadband services. As a buying group, SWIFT also ensures greater competition between telecom service providers which will lead to better services at lower prices in member communities.

More information about SWIFT

The SWIFT project was initiated in 2011 by the combined connectivity interests of the Western Ontario Wardens' Caucus (WOWC). It is now supported by 20 capital partners including Brant County, Bruce County, Town of Caledon, Municipality of Chatham-Kent, Dufferin County, Elgin County, Essex County, Grey County, Huron County, Lambton County, Middlesex County, Regional Municipality of Niagara, Norfolk County, City of Orillia, Oxford County, Perth County, Simcoe County, Waterloo Region, Wellington County and the City of Windsor. SWIFT continues to garner significant support from countless lower-tier municipalities, First Nation communities, schools, school boards, hospitals, health care organizations, and appropriate private enterprises through a membership drive that seeks to aggregate demand. Currently, SWIFT represents the purchasing interests of more than 58 members with 1,571 sites. The project was created to develop a long-term infrastructure plan to help our region compete, connect and keep pace in a changing digital world. We've based our work on the simple principle that regardless of who you are, or where you live, you deserve access to high-speed Internet.

Who is covered by SWIFT?

If you live in any of these counties or municipalities, or any of the communities within their boundaries, we'll be working with your local leaders, local businesses, and service providers to connect you through our project plan.

Where can I go for more information or to support SWIFT?

We appreciated the great support we received from citizens, businesses, and organizations across the region as we worked toward securing funding. Now, as we work toward implementing the project, we still welcome your stories about why SWIFT is important to you and why you want to see the project succeed. Your continued support and engagement through letters of support, following and interacting with us on social media, and expressing your support to your community leaders are all critical to helping us continue to move forward.

For more information about SWIFT, please contact:

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Membership Enquiries

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