

# SWIFT Survey Guidelines

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The SouthWestern Integrated Fibre Technology (SWIFT) Network is a forward-looking, financially sustainable plan to help the region connect, compete and keep pace in a digital world by building a holistic, ultra-high-speed fibre optic network across the 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](mailto:swiftsurveys@swiftnetwork.ca) or 1-519-914-1308.

### **More information about SWIFT**

SWIFT stands for **SouthWestern Integrated Fibre Technology**. 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 by building a holistic, ultra-high speed fibre optic network. We've based our work on the simple principle that regardless of who you are, or where you live or work, you deserve access to high-speed Internet. SWIFT is a registered, not-for-profit, non-share capital corporation governed by a Board of Directors that is appointed from various public sector organizations, large commercial enterprises, small and medium sized businesses, farmers, and residents. You can learn more about our Board of Directors and staff at [www.swiftnetwork.ca](http://www.swiftnetwork.ca). SWIFT is not a service provider. We'll be subsidizing service providers to build fibre-optic infrastructure across southwestern Ontario, Caledon, and the Niagara Region. SWIFT will be the managing owner (51%) of the network for the first phase of the project, but the infrastructure will be built, managed, serviced, and partially owned (49%) by service providers.

### **Who is covered by SWIFT?**

SWIFT now represents the combined connectivity interests of all 15 members of the Western Ontario Wardens' Caucus Inc. (WOWC). This includes Brant, Bruce, Chatham-Kent, Elgin, Dufferin, Essex, Grey, Huron, Lambton, Middlesex, Norfolk, Oxford, Perth, Simcoe, and Wellington. In addition to

leadership from the county members of the WOWC, Barrie, Caledon, Mulmer, Orillia, Oxford County, Stratford Windsor and the Niagara and Waterloo Regions are also supporting the project. Non-municipal members include Connecting Windsor-Essex (CW-E), Chatham Kent Georgian College, Grey Bruce Health Services, InterMarket Inc., Lambton Administrators Group (CKLAG), Niagara CIO Consortium (NCC), Saugeen First Nation, Simcoe County Access Network (SCAN), and the Stratford Economic Enterprise Development Corporation. This means that SWIFT now represents the purchasing interests of more than 1,024 member locations including municipalities, First Nations, hospitals, schools, school boards, and other large public and private enterprises across the region.

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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