

# Frequently Asked Questions and Answers

Here you can find answers to the most commonly asked questions. If you cannot find the answer to your questions here, please don't hesitate to contact us!

## **Why do I have to provide my address?**

You must always start by providing your address so that we can be sure that you live in an area where we plan to build our network. By using your address, we can also determine the area to which you belong so that you'll be referred to the correct website for your neighborhood. Knowing your location also helps us to estimate the cost for connecting you to the network.

## **I can't find my address, what should I do?**

As long as you find your neighborhood in the list of areas you will be able to proceed.

## **Can I use a smartphone or tablet to show my interest?**

Yes, of course! As long as you can reach the survey/signup form.

## **What is a champion?**

Champions are local enthusiasts who are keen to bring fiber to their neighborhood. Their role is to help socialize the idea of fiber within their communities. They try to drive awareness and get their neighbors to also express their interest online.

## **What is a sponsor?**

Sponsors are individuals or businesses that want to show their local community that they are supporting the rollout of the future internet connection.

## **Can I change my answers to a survey?**

If you for some reason have changed your mind, just make another survey and it will replace the previous one.

## **Can I change my signup?**

For any questions regarding your signup you will have to contact us.

## **Can I submit multiple surveys or signups from the same address?**

Only one survey or signup per household/business is allowed.

## **Why do I have to accept COS Systems Inc's EULA when I register as a customer?**

COS Systems Inc is providing the Service Zones solution and is responsible for the information gathered at this site.