



# Cook's Ferry Indian Band

P.O. Box 130 - 3691 Deer Lane  
Spences Bridge, BC V0K 2L0  
Telephone: 250.458.2224  
Website: [cooksferriyband.ca](http://cooksferriyband.ca)

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## INFORMATION RELEASE

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### FOR IMMEDIATE RELEASE

February 16, 2022  
Spences Bridge, British Columbia

## **IMPORTANT NOTICE THAT THE COOK'S FERRY INDIAN BAND WILL SHUT DOWN ITS EXISTING HOSTED INTERNET INFRASTRUCTURE AS FEBRUARY 28, 2022**

Communications in February 2021, described the efforts being undertaken by the Cook's Ferry Indian Band to improve the telecommunication infrastructure for its reserves located in and within close proximity of Spence's Bridge.

Support from the Province of British Columbia's **Connecting BC Economic Recovery Fund** and through TELUS have permitted the installation of TELUS Pure Fibre to homes and businesses on Kumcheen 1, Shawniken 4B, Spences Bridge 4, Spences Bridge 4C, Lish-leeshtum 17, Twayqhalsht 16, and Entlqwekkinh 19 (currently).

TELUS services options include one or more of the following in Spence's Bridge: TV, Internet, and telephone.

### **TELUS PUREFIBRE LAUNCH: NOVEMBER 1, 2021**

TELUS is holding a second launch event. This will be held at the *Chief Whistemnitsa Building* (Band Administrative Building) in Spences Bridge.

**Date:** Wednesday, March 2, 2022  
**Time:** 4 pm to 6 pm.  
**Location:** 3691 Deer Lane, Spences Bridge, BC

Food will be provided by TELUS.  
More information provided in separate Information Release.

**TELUS Agents will be available to address billing concerns that have arisen from extended service outage during both the wildfires and atmospheric flooding events of 2021.**

### **THE FOLLOWING IS NOTICE IS TO INFORM:**

The **current internet service** provided to members in Spences Bridge by the Cook's Ferry Indian Band **will be shutdown February 28, 2022**

Due to the November 2021 flooding events and disruption in services, the community provided internet hosted by the Cook's Ferry Indian Band was not disconnected.

**EXISTING INTERNET SERVICE TO BE SHUT DOWN FEBRUARY 28, 2022**

**\* IMPORTANT ANNOUNCEMENT \*\***

**The new TELUS internet will come with a cost to the customer.**

And this applies to band members, businesses of the band and/or government agencies, if they choose to purchase services over the TELUS network. The persons or businesses will be responsible for their own month charges. Individuals, families, and businesses will need to budget accordingly based on the package they select.

It is important to note that there is **no obligation to sign-up** for services to purchase over the TELUS PureFibre network, however failure to purchase will result in individuals, families, and businesses no longer having access to internet once the Band's existing system is shut-down.

**INTERNET SUBSIDY PROGRAM**

To assist with the initial transition costs of internet subscriptions, the Cook's Ferry Indian Band has committed to assist its band members on reserve who have previously received internet at no cost from the Band, these individuals will be eligible for support through the one-time **Internet Subsidy Program**.

This Internet Subsidy Program initially began in November 2021 prior to the atmospheric flooding and will continue until March 2023. In April of 2023 it will be re-evaluated for continuation.

1. To benefit from the subsidy program, a band member must have signed up to the new TELUS services and the service must include internet.
2. To receive the subsidy payment, the band member must pay for their TELUS services. Then submit their TELUS bills, including the internet portion, every three (3) months to receive the reimbursement.

Submission deadlines:

- May, 2022 (for March 2022 – April 2022)
- September, 2022 (for May 2022 – August 2022)
- January, 2023 (for October 2022 – December 2022)
- April 2023 (for January 2023 – March 2023)

**SUBSIDY IS A MAXIMUM OF \$75 PER MONTH (SPECIFIC TO INTERNET BILL CHARGES).**

**Considerations:**

1. Each family must budget and pay for their own TELUS services.
2. Only the internet portion of the TELUS service will be eligible for the Internet Subsidy Program offered by the Cook's Ferry Indian Band. Band members who choose to purchase other services offered by TELUS, do so at their discretion.
3. Reimbursement for the services through the Internet Subsidy Program will be processed within sixty (60) days of receipt of submission of application forms, which are available at the band office or by emailing: [specialprojects@cookserry.ca](mailto:specialprojects@cookserry.ca)
4. All technical inquiries and support service specific to television, internet or telephone should be directed to TELUS and not the Band Office.
5. Purchasing of services from TELUS is at the band members discretion, no obligation to participate in any programs offered by TELUS.

**TELUS has committed to safe COVID 19 protocols for Install:**

- Any team member showing signs or symptoms of illness is required to remain home.
- Respecting physical distance of 2m / 6 ft as per Public Health Agency.
- Wearing personal protective equipment and utilizing disinfectants including hand sanitizers.

**QUESTIONS CONCERNING THIS RELEASE:**

**Peter Rouble, Manager of Special Projects & Initiatives**

Email: [specialprojects@cookserry.ca](mailto:specialprojects@cookserry.ca)

Cellular: (778) 253-2020