



Amazing service.
It sets us apart.

April 16, 2021



We've started our TELUS PureFibre build in your neighbourhood.

Dear neighbour,

Construction of the TELUS PureFibre™ network is now underway in your neighbourhood, which means you will soon be able to enjoy the benefits of our 100% fibre optic network.¹

The new network will provide you with superior speed, quality, and reliability for your internet, TV, phone and additional services.

The TELUS PureFibre network will be connected to your community in three steps.

STEP 1. Connecting your community.

The majority of the new network will be built near the existing infrastructure locations in the community.

During this time, you can expect:

- Signage posted to notify you that our crews are currently working in your neighbourhood
- Excavation in the roadways and public property as well as work on overhead lines to install the new infrastructure
- Construction in your community to span from April to December 2021
- Construction to take place during 7 a.m. to 5 p.m.

STEP 2. Connecting your home.

We will install a fibre optic line from our main network to the outside of your home. We will take care to determine the least intrusive path on your property for the line to run from the street to your home; often it will be from the front of the property. We will also use specialized equipment when necessary and restore the land after the work is complete.

STEP 3. Transferring your services to TELUS PureFibre.

We will contact you after the new fibre optic network is available for service. At this time we will book an appointment to transfer any phone, internet, TV, or additional services from the copper network to TELUS PureFibre. A TELUS technician will need to access your home to transfer these services.

If you have questions or concerns regarding the construction, please contact:

Build Partner:
Chemco

Phone:
1-780-914-5891



Have questions about the TELUS PureFibre build process? We've got answers.

Q: How does TELUS PureFibre make a difference?

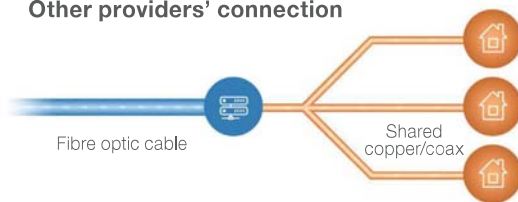
A: **TELUS is the only major provider in Western Canada with a 100% fibre optic connection to the home.**¹ That means a fast, always consistent connection.

TELUS' connection



With other providers' networks, connections switch to copper cables at a hub and split into lots of homes, creating a shared network and slower internet speeds.

Other providers' connection



Q: What is the process to get fibre to the point of access in the house?

A: There are two main methods of installation and we'll always pick the one that's the least intrusive for your property.

For an underground installation, we drill a path for a conduit pipe that will run from a belowground "flower pot" box (pictured below), right to the house. We use either a small plow, a compact drilling unit, or hand spading, so there's very little ground disturbance. We do not use large machinery.



For an aerial installation, we connect a fibre cable along the aerial network (typically installed next to a pole and attached to the aerial strand) and directly to the house. A small termination box is installed onto the side of the house as well.

Q: How does running TELUS PureFibre cable affect my property?

A: Whether we hang your fibre aerially or bury it underground, the work will not affect your property in any significant way and we restore all property to the same condition prior to construction.

In places where your grass will be impacted, we'll also clean the area and plant grass seed. However, this will happen only after the entire build in your neighbourhood is complete, which could take 6 to 8 weeks.

Some grass restoration may also have to wait until spring when the ground thaws. In some cases, lawns may take longer than expected to fully recover after we've planted new seed.

Q: Where is the utility Right of Way, and will it need to be accessed?

A: Generally, we conduct our work within 2 metres of the property line in accordance with approved city permits. The city and various utility companies have the right to access the utilities or services that are commonly buried within the utility right-of-way, such as electrical lines, telephone lines and internet cables for homes and businesses.



For more information on right-of-way access in your community please contact your local municipality right-of-way department.

Q: Can I get more info on the process?

A: No problem. Visit telus.com/FAQ for more detailed answers.