



April 16, 2021



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

Dear neighbour,

You may have noticed more TELUS trucks in your neighbourhood than usual. That's because we're getting your community ready for TELUS PureFibre™ network, the #1 internet technology for speed and reliability.¹ This will future proof your neighbourhood for the speeds needed in our increasingly connected world.

Don't worry, it's not too late to opt in and have your home or business connected to our 100% fibre-optic network, at no cost to you. Simply visit telus.com/ConnectMe to get started.

And remember, if you're with another provider, we're simply giving you the opportunity to connect your property to this revolutionary network now in case you want to take advantage of increased speeds and reliability in the future.¹

During our TELUS PureFibre build, you can expect:

- Construction in your community to start between April and December 2021, with work in your neighbourhood usually lasting 6 to 8 weeks
- Signage to notify you when crews are currently working in your neighbourhood
- Excavation in the roadway and on public property to install cables and infrastructure
- Construction to take place during the hours of 7 a.m. and 5 p.m.

Once you opt in, we'll minimize any inconvenience by:

- Determining the least intrusive path from the street to your property
- Using specialized equipment when necessary
- Restoring land after work is complete

TELUS is the only major provider in Western Canada with 100% fibre-optic internet technology, and soon you can experience it for yourself.¹ Visit telus.com/ConnectMe today. Then, once construction is complete, we'll contact you to switch to TELUS PureFibre for seamless streaming, gaming and video calls.

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

Build Partner: **Chemco**

Phone: **1-780-914-5891**

Get started today:



Visit telus.com/ConnectMe and request a 100% fibre-optic connection right to your door for **free**.



If you live in or manage an apartment, condo building or strata building, visit telus.com/strata or call **1-855-595-5588** for more details.



If you're a business owner, call **310-3100**.

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

Q: How does TELUS PureFibre make a difference?

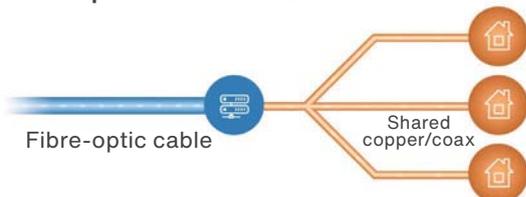
A: TELUS is the only major provider in Western Canada with a 100% fibre-optic connection to the home – that means a fast, always consistent connection.¹

TELUS' connection



With other providers' networks, connections switch to copper cable before reaching homes, meaning customers don't see the benefits of a true fibre connection.

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, compact drilling unit, or hand spading, so there's very little ground disturbance. We don't 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.



Utility right-of-way/road right-of-way where work is conducted. Property line

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.

Get started today:



Visit telus.com/ConnectMe and request a 100% fibre-optic connection right to your door for **free**. We'll do the rest.

1. Not available in all areas. Traditional copper wire or copper wire hybrid networks are subject to capacity constraints and environmental stresses that do not affect TELUS fibre-optic technology, which is based on light signals. Individual results may vary depending on location, usage within the home network, internet traffic, applicable network management or server configurations. For a description of TELUS' network management practices, please see telus.com/networkmanagement. TELUS, the TELUS logo, TELUS PureFibre and telus.com are trademarks of TELUS Corporation, used under licence. All rights reserved. © 2021 TELUS. 21-0421





let's make the future friendly™

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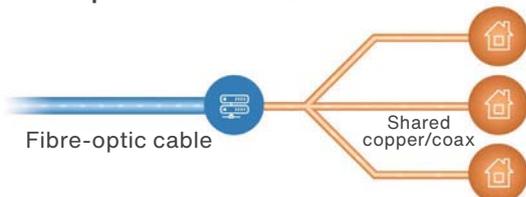
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