

## FIBRE-OPTIC INSTALLATION NOTICE

***Subject: Upcoming Fibre-Optic Infrastructure Installation in Your Community***

Dear Resident,

**Fibre Connect**, a CRTC regulated provider of fibre-optic technology, will soon commence installation work in your community.

### Installation Details

Our installation partner, Ledcor Technical Services (LTS), along with their subcontractors will be completing the installation on behalf of Fibre Connect.

The work may involve excavation in the roadway and on public property (easement/right of way) to install essential cables and infrastructure.

The timeframe for this work may vary. You may notice early preparation activities in your area, such as the placement of locate paint and/or flags to identify underground utilities and crews reviewing design drawings on-site. These are indicators that construction will begin soon.

Please be aware that preparation work can take several months before installation is able to occur at your home. Additionally, signage may be placed in your neighborhood to indicate when crews are actively working nearby.

### Fibre to Your Home

With your permission, we will also install a fibre-optic line from our main network along the street to the outside of your home:

- We'll determine the best path on your property for the fibre-optic line to run from the street to your home, often following the same path as your existing copper line.
- Once installed, you'll have a new fibre-optic line to your home which will enable you to seamlessly sign-up for high-speed internet services with TELUS.

Please note that these upgrades are designed to ensure that you and future homeowners have the option to access fibre technology and services if desired.

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## Post-Construction Benefits

This project, in collaboration with TELUS, will extend fibre-optic network infrastructure to even more homes and businesses in the community, creating the foundation for TELUS PureFibre Services. As a part of this initiative, a 100% fibre-optic connection will be installed directly to your home, providing you the option to purchase TELUS PureFibre services, which provides faster internet speeds<sup>1</sup>. Fibre-optic networks provide much faster internet speeds and enhanced security when compared to traditional cable and copper networks.

As demand for higher bandwidth and faster data transfer speeds increases, fibre-optic infrastructure is also better positioned to accommodate these new opportunities.

## Action Required

If you would like this fibre connection to your home or business, we kindly request your cooperation to provide approval, which will facilitate a smooth installation process. Representatives will be going door-to-door to share information and get approval to connect your premises.

By providing your signed approval to our representative, you verify that you are the property owner and that you understand and agree to the terms of work on the approval form, which will take place on your property.

We're committed to completing this work with care and professionalism, while doing our best to limit any disruption to your property and daily routine.

## No Cost to You

There is no cost to have the fibre line installed to your home during the course of this project. We encourage you to take advantage of this opportunity while crews are active in your area. If you are interested in signing up for an install, please email: [fibredrop@fibreconnect.com](mailto:fibredrop@fibreconnect.com) or scan the QR code below to enter your contact details:



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<sup>1</sup> Traditional copper wire or Hybrid Fibre Coax (HFC) networks are subject to capacity constraints and environmental stresses that do not affect TELUS fibre optic technology, which is based on light signals. Not available in all areas. Individual results may vary depending on location, usage within the home network, Internet traffic, applicable network management or server configurations.

If you have questions or need more information, please contact us at [info@fibreconnect.com](mailto:info@fibreconnect.com) or visit [www.fibreconnect.com](http://www.fibreconnect.com).

Thank you for your patience and cooperation as we work to enhance connectivity in your community.

Sincerely,

Fibre Connect

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## FREQUENTLY ASKED QUESTIONS

### **Q: Why should I sign up to get fibre installed?**

**A:** We provide you with a 100% fibre-optic connection to the home – that means it will be able to be connected for a fast connection, creating the foundation for TELUS PureFibre Services.

### **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 pick the one that's the least intrusive for your property.

For an underground installation, we install an underground conduit from a box located in the public right-of-way, to the side of your house.

For an aerial installation, fibre optic cable is installed along the pole line on the public right-of-way, to the side of your house.

In all cases, a small termination box is installed onto the side of the house as well.

### **Q: How does running fibre cable affect my property?**

**A:** Whether we hang your fibre aerially or bury it underground, any areas of your property impacted by the installation process will be repaired at the conclusion of the installation.

In places where your grass has been impacted, we will clean the area and plant grass seed. However, this will happen only after the construction in your entire neighbourhood is complete.

### **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. If you have additional questions not covered in this FAQ, please visit our website at [www.fibreconnect.com](http://www.fibreconnect.com).

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