



We've started work on our TELUS PureFibre network in your community.

Dear neighbour,

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

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

The TELUS PureFibre network will be connected in three steps.

Step 1. Connecting your community.

The majority of the new network will be built on the existing utility poles in your 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 is planned to span from July to December 2021
- Construction will take place between 7 a.m. to 5 p.m.

Step 2. Connecting your home.

We'll install a fibre-optic line from our main network 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 and existing copper line running to your home

Step 3. Transferring your services to TELUS PureFibre.

We'll contact you and 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.

Sincerely,



Jeff Yurchesyn
Vice President, TELUS Home Solutions Marketing

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?

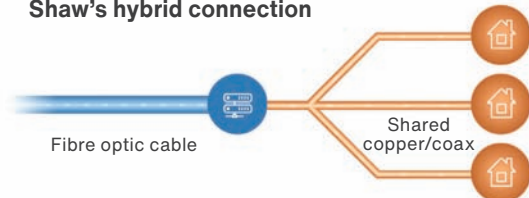
A: TELUS is the only major provider in Western Canada with a 100% fibre-optic connection to the home – that means a fast, always consistent connection.¹ Shaw's hybrid network switches to copper cable before reaching homes, meaning customers don't see the benefits of a true fibre connection.

TELUS' 100% fibre connection



With TELUS PureFibre you get a 100% fibre connection directly to your home, giving you a more consistent experience with upload speeds up to 9x faster than Shaw.²

Shaw's hybrid 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 an underground "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?

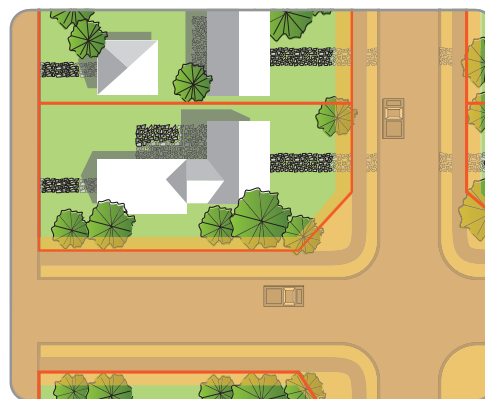
A: Whether we hang your fibre aerially or bury it underground, the work will not affect your property in any significant way and we restore all property to the same condition prior to construction.

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.



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.

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. ² TELUS offers the fastest upload speed of 940 Mbps in comparison to our major competitor's fastest upload speed of 100 Mbps. 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. Not available in all areas. TELUS, the TELUS Logo, let's make the future friendly, TELUS PureFibre and telus.com are trademarks of TELUS Corporation, used under licence. All rights reserved. © 2021 TELUS. 21-0619-02

