

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

Q: How does TELUS PureFibre make a difference?

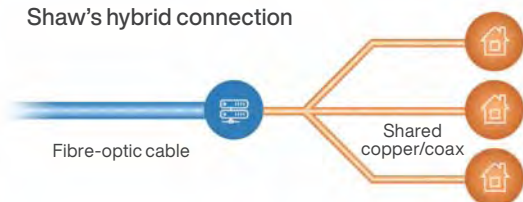
A: TELUS is the only major provider in Western Canada with a 100% fibre-optic connection to the home – that means a fast, always consistent connection.² Shaw's hybrid network switches to copper cable before reaching homes, meaning customers don't see the benefits of a true fibre-optic connection.

TELUS' 100% fibre-optic connection



With TELUS PureFibre you get a 100% fibre-optic connection directly to your home, giving you a more consistent experience with upload speeds up to 25 times faster than Shaw.³

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 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?

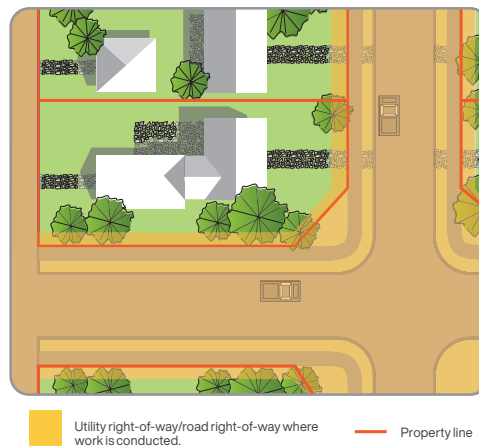
A: Whether we hang your fibre aerially or bury it underground, the work won't affect your property in any significant way and we restore all property to the same condition prior to construction.

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.

1 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. 2 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. 3 TELUS offers symmetrical speeds with the fastest upload speed of 2,500 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, TELUS PureFibre and telus.com are trademarks of TELUS Corporation, used under licence. All rights reserved. © 2022 TELUS. 21-1047-02

