

TELUS PureFibre

Internet reimagined.

Frequently asked questions

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TELUS PureFibre



Frequently asked questions

① What is the TELUS PureFibre network?

This network is built from flexible, transparent fibres of glass that are slightly thicker than human hair. The fibres transmit data as particles of light, allowing large volumes of information to be sent to your home or business at close to the speed of lightning. As the #1 internet technology for speed and reliability¹, TELUS PureFibre speeds up everything. Forget what you know about buffering, lagging and latency—TELUS PureFibre has reimaged it all. Connecting homes across the country through this multi-billion dollar project, is giving people instant access to all of the technologies they need today and for those of the future.

② Why would my community want TELUS fibre?

Connecting to the TELUS PureFibre network provides a unique opportunity for families, small business owners, students and your entire community. With gigabit-enabled fibre, you'll also enjoy upload speeds that actually match your download speeds.² Once connected, you'll have access to the best that TELUS has to offer. Individuals and families can access the best in entertainment with 4K content on Optik TV^{®3} at the fastest speeds we've ever offered. Small businesses are able to compete globally regardless of their size and location because the network will enable faster uploads, file sharing and online collaboration. Students can enjoy faster internet for access to online classes, tutorials and research.

In the very near future, the TELUS PureFibre network will enable health-care providers to innovate in how they provide services to your community. With its speed, the network can empower specialists to monitor conditions in real time, 24/7 while patients are at home. Moreover, the wireless capability of your entire community could be enhanced with the build. All in all, connecting to the TELUS PureFibre network ensures that your community can benefit now and always has access to the best that TELUS has to offer for generations to come.



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③ I'm a homeowner. How will TELUS fibre benefit me?

The TELUS PureFibre network will give your family access to all of the best TELUS home services – including 4x the resolution of HD with Optik TV 4K and the fastest and most reliable internet technology. TELUS fibre gives your family the speed they need to stream, download and surf at blazing speeds – making the most of family time. Plus, connecting your home to the TELUS PureFibre network gives you all the bandwidth you need for your devices and technology now, and for those in the future. Plus, TELUS PureFibre can increase your property value.⁴

④ I live in an apartment building. Can I still connect to the TELUS PureFibre network?

Yes, in many communities the TELUS PureFibre network will extend into apartment buildings. Strata or condo board approval is required to begin the connection process.

Connecting to the network will provide building residents with access to the best in TV and internet with the knowledge that their home is ready for any future TELUS products. Business tenants will be able to serve their customers faster than ever before.

As a building owner or manager, connecting to The TELUS PureFibre network can make your building more attractive and desirable to potential buyers, renters and tenants alike. For more details and additional information to share with your strata or condo board, please contact **310-8277**.





5 I'm a small business owner. How will TELUS fibre benefit me?

Whether you run a small home office or a large retail location, you'll have the speed you need to better serve your customers – wherever they are.

Faster internet delivers business efficiencies including quick upload speeds, file sharing, online collaboration and Cloud capabilities. Businesses will be able to operate locally and compete globally regardless of their size and location. Feel like you're there, with crystal-clear video calling, and keep your customers entertained and employees tuned in with Business Optik TV. Whether you're growing your business from the ground up or looking for new growth opportunities, the TELUS PureFibre network can help you reimagine your business locally and globally.

6 How much does connecting to the network cost?

While we're in the community, it's our goal to connect every home to the network free of charge. Or, there may be the odd business that requires extensive work because of a complicated property or obstruction. If there are extensive additional costs for this work, we will discuss the options with the business owner before proceeding.

Our representatives will visit every premise in your neighbourhood to request permission to install a connection point directly to your home or business. After the installation is complete, our teams will return to advise you about all of the exciting products and services available through the TELUS PureFibre network. There is no obligation to sign up now or in the future. But your home will be future-enabled for when you are ready.

Already happy with the TELUS Internet and Optik TV services you have? Great! We hope you stay connected on the existing network for the time being.

7 When can I get services on the TELUS PureFibre network?

Network construction is underway. You can expect a TELUS representative to visit your home or business soon, in order to request permission to connect your home to the network (or visit us online at telus.com/getconnected to grant permission). The service will be launched as soon as construction is complete in each neighbourhood. For updates on construction and service availability, visit telus.com/purefibre.

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8 What will happen to my property when the TELUS PureFibre network is being installed?

The technicians installing the network will be respectful and as non-invasive as possible. Our representatives will request permission from each home and business in the community before construction commences. The infrastructure will follow the same connection path as your existing cable, with connections made either below ground or aerially via poles. If your connection is on a pole to the house, you will see minimal or no impact to your property. If your connection is below ground, there will be more work required. However, every effort will be made to limit disruptions and minimize the impact on your home and daily routine. Finally, if there is work required on a public right of way at the border of your property, it will be completed and the right of way restored as soon as possible.

- Professionals will determine the least intrusive path from the street to your property
- If any major disturbances seem likely, we'll ask for your approval before proceeding
- Specialized equipment will be used when work is deemed necessary and every precaution will be taken to ensure minimal impact
- The area will be restored after the work is finished and may include seeding. However, each property will be individually assessed and some lawns may take time to fully recover

9 What if I don't want TELUS PureFibre services? Will TELUS make me switch?

The existing copper network will continue to function. However, we do encourage residents and business owners to allow the installation when we are already there connecting your neighbourhood free of charge.

10 How can I get more information?

We've created a unique website for your community where you can:

- Learn more about the TELUS PureFibre network
- Get updates on when it will be available in your neighbourhood
- Give us permission online to access your property
- Sign up to receive updates and more information

Visit telus.com/purefibre.

There is also a dedicated local TELUS team who can answer any questions and provide information.

Here are the contact numbers:

- Residential customers: 1-855-595-5588
- Business customers: 310-3100
- Strata and condo board customers: 310-8277

(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) Internet access speed depends on location, usage within the home network, Internet traffic, applicable network management and server configurations. For a description of TELUS' network management practices, please see telus.com/networkmanagement. (3) 4K television required to watch 4K. Optik 4K PVR and Internet 50 or above required to watch 4K on Optik. (4) Based on a Smart Home Technology Survey conducted in April 2016 amongst 1,000 randomly selected Canadian adults (age 18+) by MARU/VCR&C where 2/5 of Canadians were found to be willing to pay more to live in a neighbourhood with access to fibre internet. TELUS, the TELUS logo, TELUS PureFibre, Optik, Optik TV, telus.com and the future is friendly are trademarks of TELUS Corporation, used under licence. All copyrights for images, artwork and trademarks are the property of their respective owners. © 2017 TELUS. 17_01090