TELUS Fibre Optic Network

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1. **What is the TELUS Fibre Optic Network?**

   The TELUS Fibre Optic Network is a new network 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 light. This lets you enjoy the latest in technology, entertainment and communication and blazing-fast Internet speeds now, and in the future.

2. **Why would my community want the TELUS Fibre Optic Network?**

   Connecting to the TELUS Fibre Optic Network provides a unique opportunity for families, small business owners, students and your entire community. Fibre optics can open up possibilities, and having your community connected is actually very unique, as you’ll be part of a small number of Canadians with access to blazing-fast Internet speeds. Once connected, you’ll have access to the best that TELUS has to offer. Individuals and families can enjoy lightning fast Internet, not to mention access to the best in entertainment with Optik TV™. 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 future, the TELUS Fibre Optic Network can 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 Fibre Optic Network ensures that your community can benefit now and always has access to the best that TELUS has to offer for generations to come.
I’m a homeowner. How will the TELUS Fibre Optic Network benefit me?

The TELUS Fibre Optic Network will give your family access to all of the best TELUS home services – including Optik TV™ and blazing-fast TELUS Internet. The TELUS Fibre Optic Network 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 fibre optic network can make it more desirable for others in the future. With the TELUS Fibre Optic Network, you can be assured that your family will be connected to the best in technology for generations to come.

I live in an apartment building. Can I still get the TELUS Fibre Optic Network?

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

Connecting to the TELUS Fibre Optic Network will provide building residents with access to the best in TV and Internet and 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 Fibre Optic 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.
I'm a small business owner. How will the TELUS Fibre Optic Network 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.

The TELUS Fibre Optic Network will enable you to access the fastest Internet speed TELUS has to offer. 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. Also, you can 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 Fibre Optic Network can help you build your business today and in the foreseeable future.

How much does connecting to the TELUS Fibre Optic Network cost?

As part of our commitment to enable our customers with the best communication and entertainment technology, we want to connect every home and small business in your community to the TELUS Fibre Optic Network. Our door-to-door team will visit every premises in your neighbourhood to request permission to have a fibre optic network connected directly to each home or business. During the fibre-build program, the fibre connection is completed at no charge and with no obligation to you to purchase services. This is an exciting opportunity for you to ensure your home is ready for the future of technology.

After the installation, our door-to-door team will return to each location and discuss options to activate services over the TELUS Fibre Optic Network. If you’re happy with your current Internet and Optik TV™ services, we would want you to remain connected through the existing network for the time being.

When can I get services on the TELUS Fibre Optic Network?

Network construction is underway. You can expect a TELUS representative to visit your home or business and request permission to connect to the TELUS Fibre Optic Network at no charge. The service will be launched as soon as construction is complete in each neighbourhood. For updates on construction and service availability, visit telus.com/edmonton.
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What will happen to my property when TELUS Fibre Optic Network is being installed?

The technicians installing the TELUS Fibre Optic Network will be as respectful and non-invasive as possible. The TELUS 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 sod and/or seeding. However, each property will be individually assessed and some lawns may take time to fully recover

TELUS will do an initial watering, and we encourage residents to water the new seed or sod regularly to ensure it takes root.

What if I don’t want the fibre optic network? Will TELUS make me switch?

At the present time, we have no plans to require you to switch. The existing copper network will continue to function. However, we do encourage residents and business owners to allow the installation of the TELUS Fibre Optic Network while we are connecting your neighbourhood. There is no cost to connect to the network while we are building the infrastructure in each community. We encourage you to take advantage of this unique opportunity to have your home or business connected to the TELUS Fibre Optic Network.

How can I get more information?

We’ve created a unique website for your community where you can learn more about the TELUS Fibre Optic Network, get updates on when the fibre optic network will be available in your neighbourhood, and sign up to receive updates and more information.

Visit telus.com/edmonton.

There is also a dedicated local TELUS team who are available to answer any questions and provide information. They can be contacted at:

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

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