



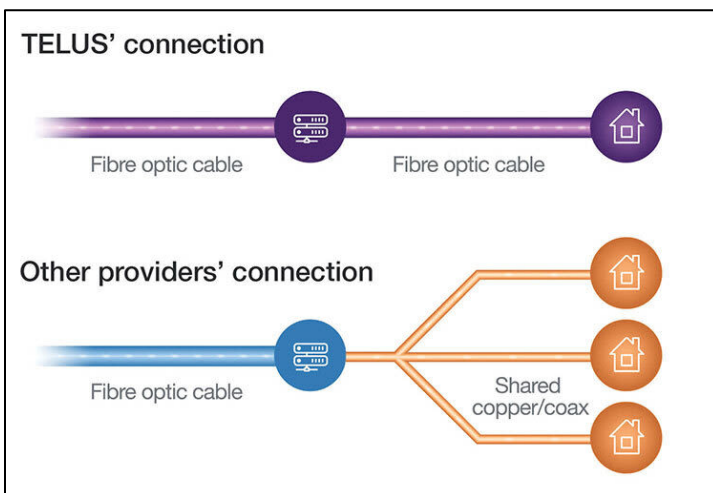
## TELUS PureFibre® Build

Throughout 2021, TELUS will be working in local neighbourhoods to connect Maple Ridge to the TELUS PureFibre® network - Canada's #1 internet technology for speed and reliability.<sup>1</sup>

### About the Project

The TELUS PureFibre® network is made up of flexible, transparent, durable strands of glass. These fibre optic strands transmit information as pulses of light, and carry huge amounts of information in the space of seconds.

TELUS is the only major provider in Western Canada with a 100% fibre optic connection to the home<sup>1</sup>. That means a fast, always consistent connection. With other providers' networks it switches to copper cable before reaching homes, meaning their customers don't see the benefits of a true fibre connection. Once construction is complete, you'll be able to enjoy seamless streaming, gaming and video calls.



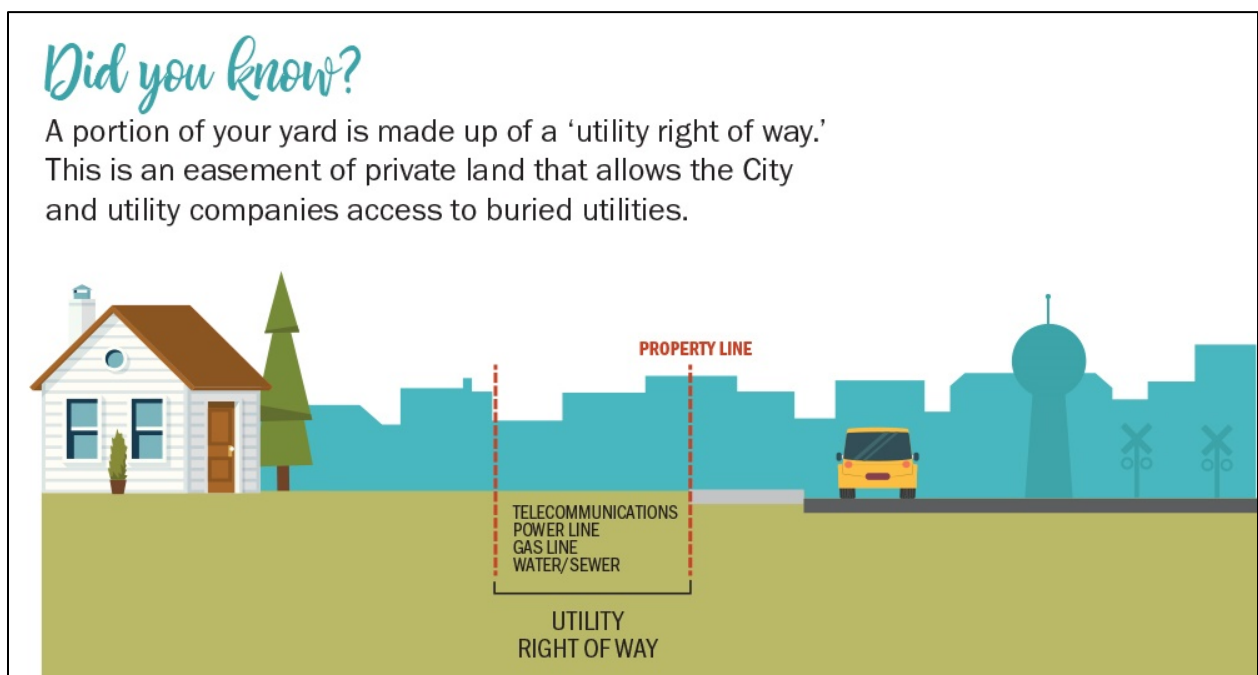
Connecting your community to the TELUS PureFibre® network means that you will have access to the unique opportunities that fibre optic internet brings to residents, businesses, organizations,

and essential services. Once it is installed, homes and businesses have the option to connect to the fibre optic network and experience the country's fastest internet technology.<sup>1</sup>

<https://youtu.be/JOc9bWn49xk>

## Location and Impacts

The majority of construction will take place on public boulevards and utility rights-of-way. In cases where some work needs to take place on private property, TELUS will send out communications to all homeowners in the construction area. In accordance with COVID-19 health restrictions, all TELUS team members and contractors will be following all safety precautions on work sites.



## 2021 Project

This is an expected multi-year build starting in November 2021 with the first neighbourhoods ready for service by late February 2022.

Want to stay informed? Visit [www.telus.com/getpurefibre](http://www.telus.com/getpurefibre) to sign up to have your home connected to the TELUS PureFibre® network.

## Construction Process

The majority of the build to connect Maple Ridge residents to the TELUS PureFibre® network will be 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.

For those premises requiring an underground installation, we will pick the method that is the least intrusive for your property. Typically, we drill a path for a conduit pipe that will run from an underground “flower pot” box, right to your 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 more information on the construction process, please watch [this video](#).

## Spring Restoration

Part of TELUS’ overall community investment is ensuring the restoration of all property to the same condition it was in prior to construction. This can include soft surface restoration such as leveling with new topsoil and planting grass seed. In places where hard surfaces are impacted, such as concrete or asphalt driveways, TELUS will always fill and repair an impact afterwards. Some restoration may have to wait until spring as this work is weather dependent, and will resume as soon as the ground conditions permit.

### Reseeding

Once the TELUS PureFibre® install is complete, reseeded will take place in all impacted areas. Click [here](#) for detailed watering instructions for newly reseeded property.

General guidelines:

- Keep the reseeded area lightly watered until the grass is established. This may include watering several times daily, being careful not to over-water as the seeds can rot.
- Try to stay off the reseeded areas.
- Do not cut or rake the reseeded areas until the new grass has matured - give the grass time to grow.

## [FAQs](#)

Contact Information:

<p>If you have any questions regarding this project including construction, TELUS PureFibre® details, or TELUS services, please contact:</p> <p><b>Jennifer Yip</b> Regional Marketing Manager Home Solutions Community &amp; Channels <a href="mailto:jennifer.yip@telus.com">jennifer.yip@telus.com</a></p>	<p>If you have any questions or concerns regarding construction, please contact:</p> <p><b>AFL Global</b> 1-844-343-1222 <a href="mailto:bccustomercare@aflglobal.com">bccustomercare@aflglobal.com</a></p>
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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. 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](https://telus.com/networkmanagement)