

How we install the TELUS PureFibre™ network in your neighbourhood



Step 1: Communication

We send all residents in the construction area a letter to say we will be starting construction in the Utility Right-Of-Way.

PLEASE NOTE: At some point in the process, we will visit your home to gain signed permission in order to enter your private property so we can connect the fibre network to your home.

Underground installation required



Step 2: Mark the Utility Right-Of-Way

Using the province's One Call services, location of utilities on municipal property/Utility Right-Of-Way are marked with flags and/or water-soluble paint.



Step 3: Install infrastructure

We install the TELUS PureFibre network major infrastructure in the Utility Right-of-Way. This includes fibre cables, cabinet hubs, and service boxes.



Step 4: Mark your property

We return to locate and mark the utilities on your private property where we have obtained your permission to do so.



Step 5: Install a pathway

We install an underground conduit from the flush-to-ground service box to your house.



Step 6: Feed the fibre

We feed the fibre through the underground pathway to the side of your house.

Overhead installation



Step 2: Attach overhead

The TELUS PureFibre infrastructure is attached to existing utility poles.



Step 3: Install the connection point

The TELUS construction team visits your home to install a connection point (small grey box) to your house where we have obtained your permission to do so.



Step 4: Feed the fibre

The team feeds the fibre from the utility pole to your house.

Continue to Step 7.



Step 7: Another visit

A TELUS rep visits your home to discuss which TELUS PureFibre services are right for you, and books an appointment for a technician to come back to install your services.



Step 8: Connection completed

Installer returns to activate your fibre services. Congratulations! You now have our fastest, most consistent internet speeds and our most reliable technology yet, direct to your home.

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FAQ's



Installing TELUS PureFibre to your home.

Q. How does the work you are doing to install the TELUS PureFibre™ network affect my property?

A. There are two main methods of installing fibre: hanging it aerially, or burying it underground. Sometimes, it requires a combination of the two. It depends upon the area, the property and ground as to which method is used. But even when we have to bury the equipment, the work will not affect your property in any great way. It is our goal to restore all property to the same condition prior to construction per municipal guidelines.

Generally, we conduct our work within two (2) metres of the property line in accordance with approved city permits. This area is referred to as the utility right-of-way.

The most likely inconvenience is the installation of a small flush-to-the-ground 'flower pot' to house a temporary conduit connection. This flower pot will be removed once the new conduit is connected and buried.

If your home has a conduit already in place, and is usable, we will simply pull the fibre through.

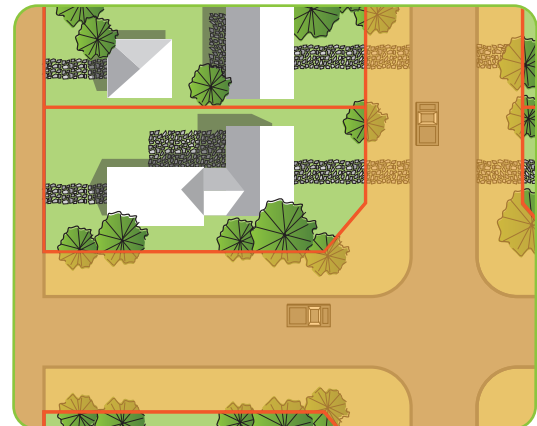
We will restore any impact to your property once the work is complete and the weather permits. If your grass has been disturbed, we will clean the area and plant grass seed.

Q. What are the paint lines/flags used for and how will they be removed?

A. Taking precautions before installing the new fibre cable is vitally important. Before we begin digging, we hire a company to locate and mark where existing utility infrastructure lies. We also return to mark your actual property once it's time to connect the fibre to your home. The paint helps us ensure we are drilling and installing the new conduit safely away from utilities. The paint is water-based, therefore it dissolves after a number of weeks and after a few rainfalls or cutting of the grass, there should be no trace. Flags will be removed by the construction technicians once the work is completed.

Q. Do you cut into driveways, and if so, how do the crews repair them?

A. If we need to cut into your driveway, it will typically only entail cutting a small 'coring' hole. These holes are repaired afterwards, usually by filling in the holes with new concrete. The repair depends on the size and scope of the work, so we will determine the necessary work required to repair the area on a case-by-case basis.



Utility right-of-way/road right-of-way where work is conducted.
Property Line



Marking utilities with flags and removable paint. First, on the utility right-of-way and later, on residents' property.



Concrete coring hole.

Q. What is the process to get fibre to the point of access in the house?

A. Depending on the area, we will either build a connection underground or install it aerially.

For an underground installation, we drill a path for a conduit pipe to run from the below ground 'flower pot' box we install, to the house. The drilling is conducted using either a small plow or compact drilling machinery. Both are relatively non-intrusive with very little ground disturbance, as opposed to excavating your lawn with large machinery.

There are instances where a service box is required to be installed in the utility right-of-way in addition to the temporary flower pot. In these instances, we make every effort to install this service box in the boulevard.

If there is no boulevard space available, it has to be installed in the utility right-of-way based on the city permit approval.

For an aerial installation, we connect a fibre cable from the termination point 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. From there, a different kind of fire-resistant, bend-insensitive fibre is installed and attached to the active equipment inside the customer's home for safety and ease of connection.



Installation of service box in utility right-of-way.



Temporary flower pot.

Q. Do they still need to dig up my lawn to get the fibre to my house? Is that next?

A. It is unlikely your lawn will be significantly impacted. In most cases, we will employ a less-intrusive process of using a small vibra-plow or compact directional drill. Sometimes, small 'hand holes' need to be dug along the route. A small hole will be dug at the base of the termination location to bring the conduit up and into the termination box.

Q. Whom do I contact with questions about the right-of-way?

A. Please contact your local municipality right-of-way department.



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The logo for TELUS, featuring a stylized green 'T' followed by the word 'TELUS' in blue capital letters.

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