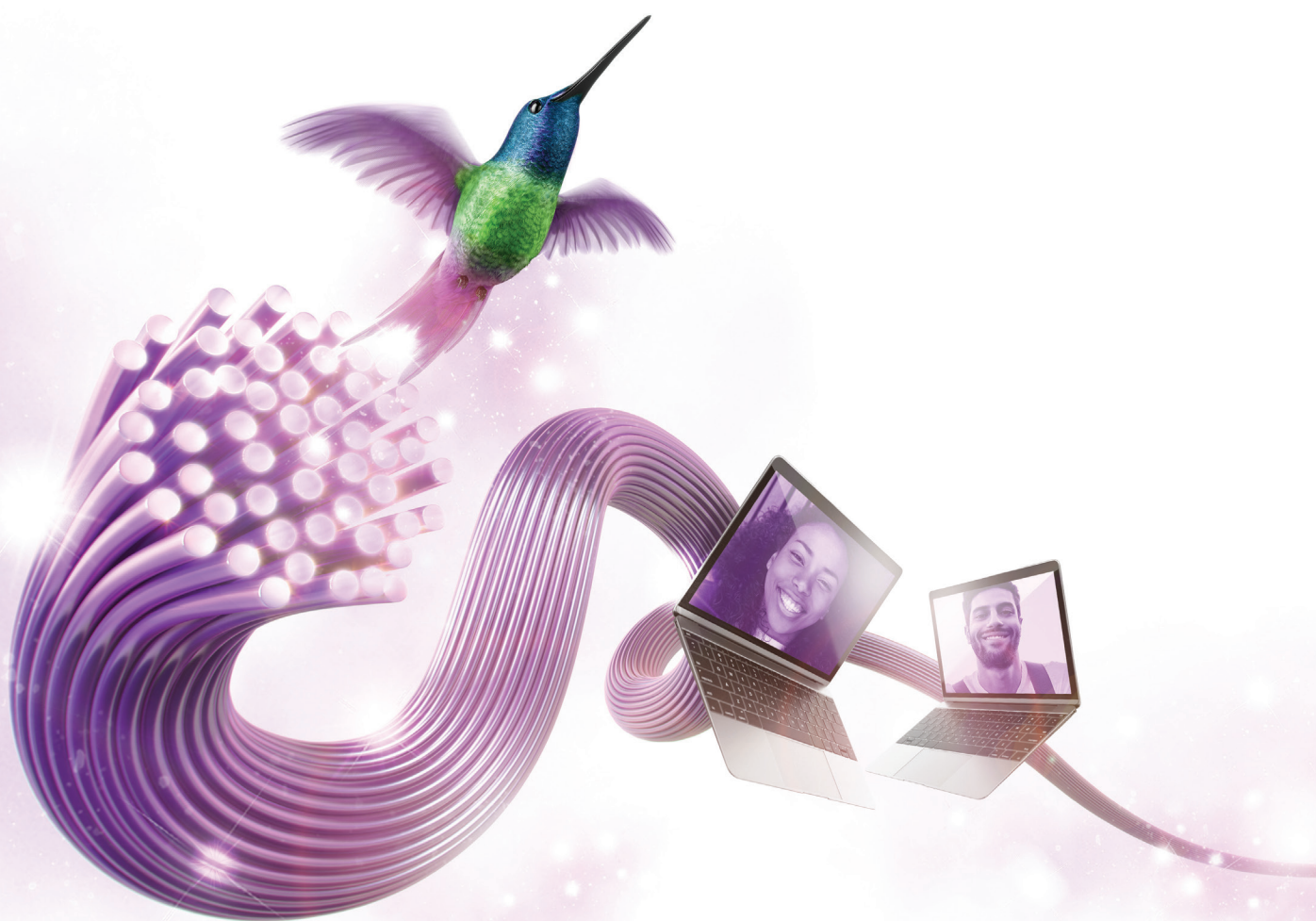


TELUS PureFibre network

Property owner information.



 **TELUS**

the future is friendly®

What is the TELUS PureFibre network?

The new network is built from flexible, transparent fibres of glass that are slightly thicker than human hair. The fibres transmit data as light, allowing large volumes of information to be sent to your home or business at lightning-speed. This lets you enjoy the #1 internet technology for speed and reliability for better entertainment and communication today, and in the future.

TELUS fibre in multi-unit residential and commercial buildings

The TELUS PureFibre™ network will extend into many multi-unit residential and commercial buildings, such as apartment buildings, stratified condominiums, office, retail, and industrial premises. Strata or building owner approval is required to begin the connection process. Connecting to the TELUS PureFibre 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.

Benefits of TELUS fibre for a multi-unit building

As a building owner or manager, connecting to the TELUS PureFibre network can make your building more attractive to potential buyers, renters and tenants. Having a fibre enabled property has been shown to increase property value, while providing tenants and residents with the fastest internet connectivity available to utilize personally or for business. Recent research provided by Fibre to the Home Council Americas from a sample of US home values summarized in the study "What Fiber Broadband Can Do For Your Community" indicated property values have been shown to increase by \$5,000 - \$8,000 in value when homes are connected to a 100% fibre network. A similar survey in the United States from RVA Market Research Company found that condo buyers were willing to pay a 3% premium and renters an 8 to 15% premium for a Fibre connection.¹



¹ FTTH Council Online Publication. (2014) What Fiber Broadband Can Do For Your Community. Retrieved from <http://www.fibercast.net/stw/images/docs/FTTHCouncilPrimer2014.pdf>

How much does connecting to the TELUS PureFibre network cost?

Typically, there is no cost while we're in the community building the network. It is our goal to connect every home and small business to the network free of charge. However, very occasionally, there can be a property which is cumbersome to connect due to complicated landscaping or obstructions. In those rare cases, we will always discuss options with the property owner before proceeding with any work.

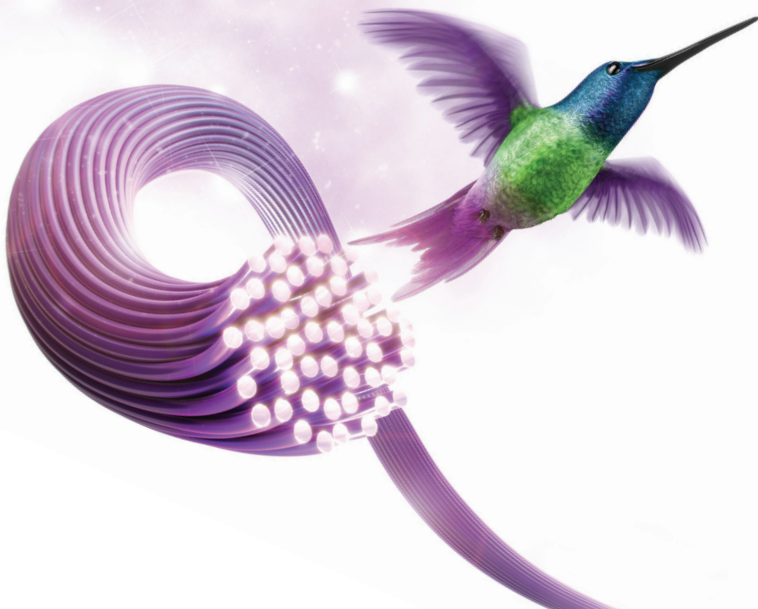
Our representatives will visit every premise in your neighbourhood to request permission to connect the network directly to your home or business. After the connections are completed, our teams will return to advise you about all of the exciting products and services available through fibre. There is no obligation to sign up now or in the future. But your building will be future-enabled for when you are ready.

What is involved in the construction process?

The first step is for the building owner or strata representative(s) to review and complete the Right of Entry Agreement (ROE) with our Real Estate partner. Once a signed copy is received, this will trigger a visit by one of our construction specialists to visit your building and survey the existing infrastructure. They will evaluate the physical structure to see if the building is eligible for installation of fibre. If the building is eligible, our construction specialists will prepare a description of the work involved for the specific building, and present this to the building owner or strata, for final authorization/signing. TELUS then requires an individual Suite Wiring Permission form signed by each individual resident or owner to allow the placement of fibre to their suite specifically. Finally, construction will take place in the building to bring the fibre cable into each residential unit in the building.

What areas of the building would need to be accessed in order to install TELUS fibre?

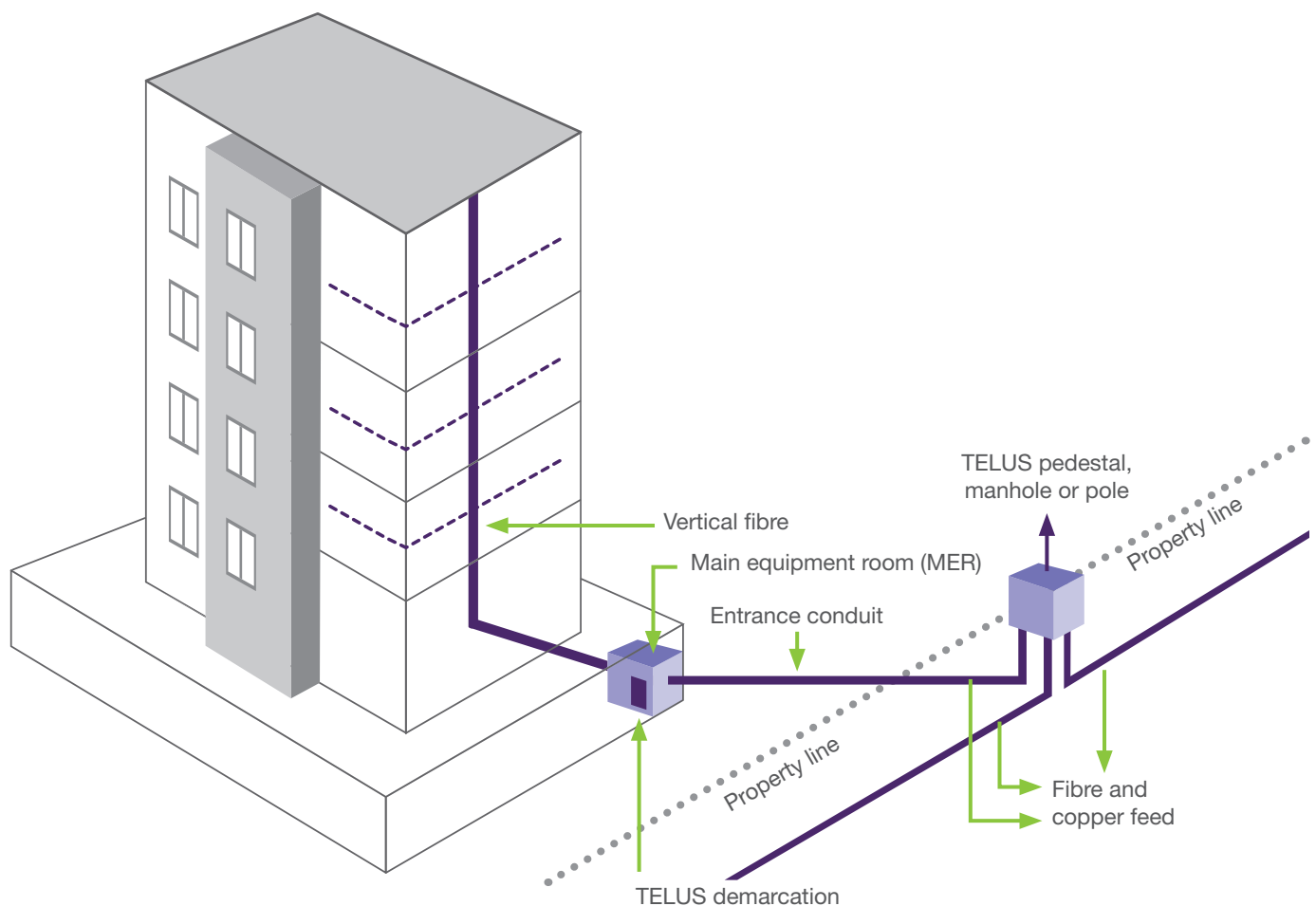
Construction personnel will need to access all areas of the building, including: the main electrical/telecommunications room(s), utility closets, lobby/common rooms as well as individual suite access (to be arranged and scheduled with each resident).



What do typical multi-dwelling unit installations look like?

Installing the TELUS PureFibre network in a multi-unit building involves placing fibre distribution cable (a cable containing a bundle of several individual fibres) from the TELUS network out at the street into a demarcation point in the main electrical/telecommunications room, running vertical fibre cables to secondary rooms (if applicable), and installing individual fibre cables to each of the suites within the building.

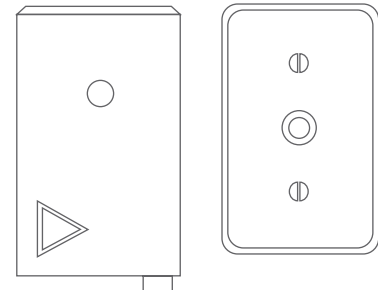
Every building is different, so each multi-unit installation is uniquely tailored to the individual building features. One of our TELUS construction specialists will visit your building to survey the structure and discuss design options with you. They will answer any questions such as the aesthetic impact to the building, the type of material and products which will be used, and the timelines for construction activity.



There are four main techniques for bringing fibre to individual suites:

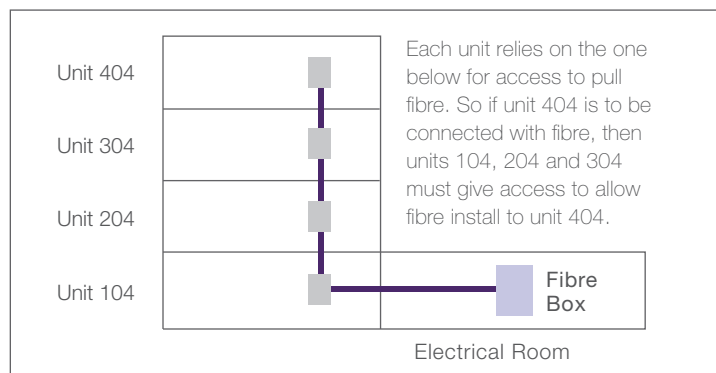
1) **Conduit to suite:** If the building has existing internal conduit which is in good condition and has room to spare, fibre is usually installed through the conduit from the main telecommunication/electrical room(s) to a location inside each suite.

A typical new in-suite fibre termination point on the left, beside an existing cable wall-plate on the right.



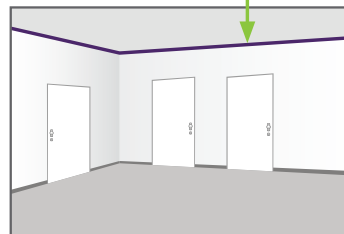
2) **Stacked conduit:** Some buildings are built in a way that sets of units share a conduit rather than having a dedicated conduit running to each suite from the main electrical room.

The conduit is typically shared with units above and/or below, so in order to successfully install fibre, we need to coordinate access with the other units that share the conduit.

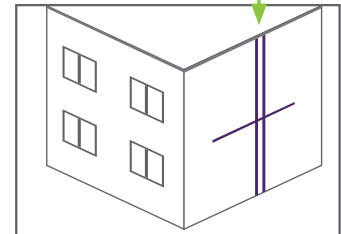


3) **Wiremold (inside hallway or external building):** For buildings that do not have existing conduits to suites, raceway can be created in interior hallways or on the exterior of the building using surface-mounted wiremold product. Fibre is routed through the new raceway and into an appropriate location in each suite.

A typical interior hallway wiremold installation.



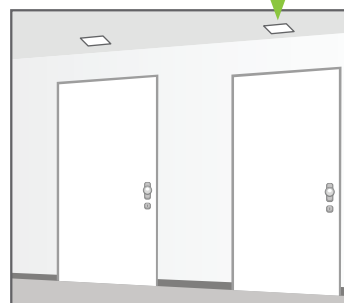
A typical exterior wiremold installation.



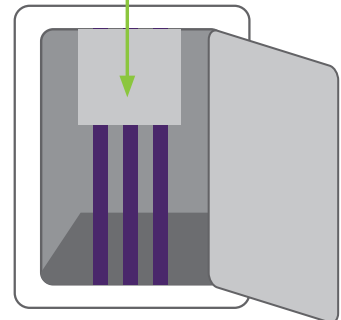
4) **Customized Solution:**

Attics, false ceilings, or plenum spaces can sometimes be utilized for routing fibre. A construction specialist will perform a site visit to determine what technique is best suited for each building.

A typical small hatch – fibre is hidden in the space above.



Fibre installed in an existing bulkhead.



Other Frequently Asked Questions

What will happen to my property when TELUS fibre is being installed? The technicians installing the TELUS PureFibre network will be respectful and as non-invasive as possible. The TELUS representatives will request permission from each resident for entering their suite to install the fibre, and our construction team will work directly with you and the residents to find a good time to schedule the in-suite work. Every effort will be made to limit disruptions and minimize the impact on residents' daily routine. Our construction specialists will work with building owners or strata councils to ensure residents are clearly informed about any impact. If any major disturbances seem likely, we'll ask for your approval before proceeding.

What if I don't want TELUS fibre? Will TELUS make me switch? At the present time, we have no plans to require you to switch from existing copper phone and/or DSL service to fibre, and there is no obligation to any residents to purchase services. The existing copper network will continue to function. However, we do encourage residents and business owners to allow the installation of the TELUS PureFibre 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.

How long does the build take? The construction process for a typical Multi-Unit building takes 1-4 weeks, depending on the size of the building and tenant availability for suite access.

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 fibre will be available in your neighbourhood, and sign up to receive updates and more information. **Visit: telus.com/purefibre**

There is also a dedicated local TELUS team who are available to answer any questions and provide information. They can be contacted at: **1-855-595-5588**.

