

2024-25 infiNET Build Location

DATE

SaskTel 
Today is the day

FIBRE TO THE COMMUNITIES (FTTC)

- ✓ FTTC program has approved capital to upgrade broadband facilities and bring fibre right to our customers' door
 - construct in aerial and buried neighbourhoods
 - completing residential & business areas at same time
 - connect fibre eligible customers
 - SaskTel general contractor
 - Contractors awarded
- ✓ FTTC network is branded as *"infiNET"*

infiNET CONSTRUCTION PHASES

✓ Aerial Construction

- SaskPower pole upgrades required to prepare for aerial construction
- construction completed in **one** phase
 - **Distribution** - upgrading main network
 - connecting the network between poles on easements
 - **Pathway**
 - connecting the network from the pole to the customers' home or business
 - pathway completed at time of installation
- minimal impact to the customers' property as all work done overhead

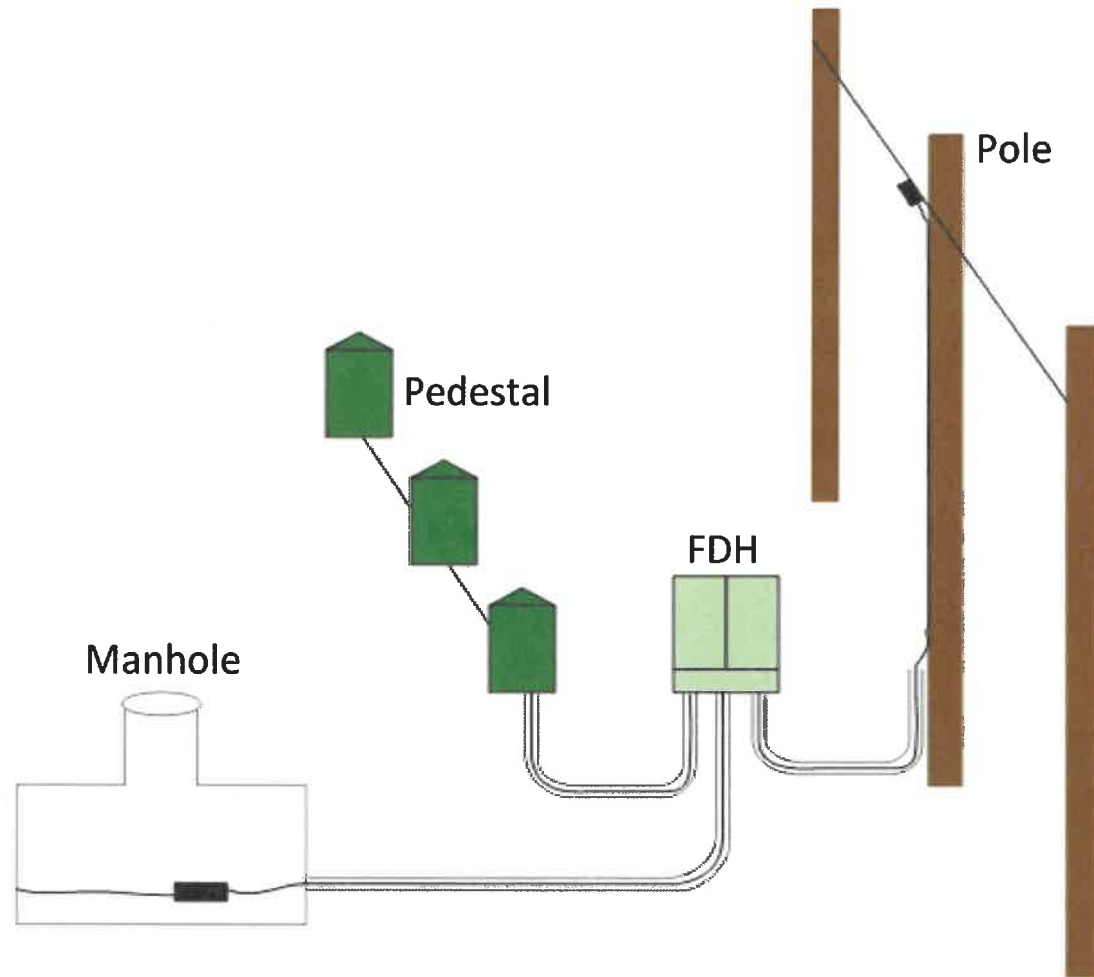
infiNET CONSTRUCTION PHASES

✓ Joint Buried Construction

- completed in **two** phases (order of phases may vary)
 - **Distribution (Phase 1):** Upgrading main network
 - connecting the network between pedestals on easements
 - **Pathway (Phase 2)**
 - connecting the network from pedestal to the customers' home or business
 - pathway construction required for customers homes' and businesses in aerial FSAs that have a buried drop
 - primary mode of operation is directional drilling
- impact to customers' property as work done underground

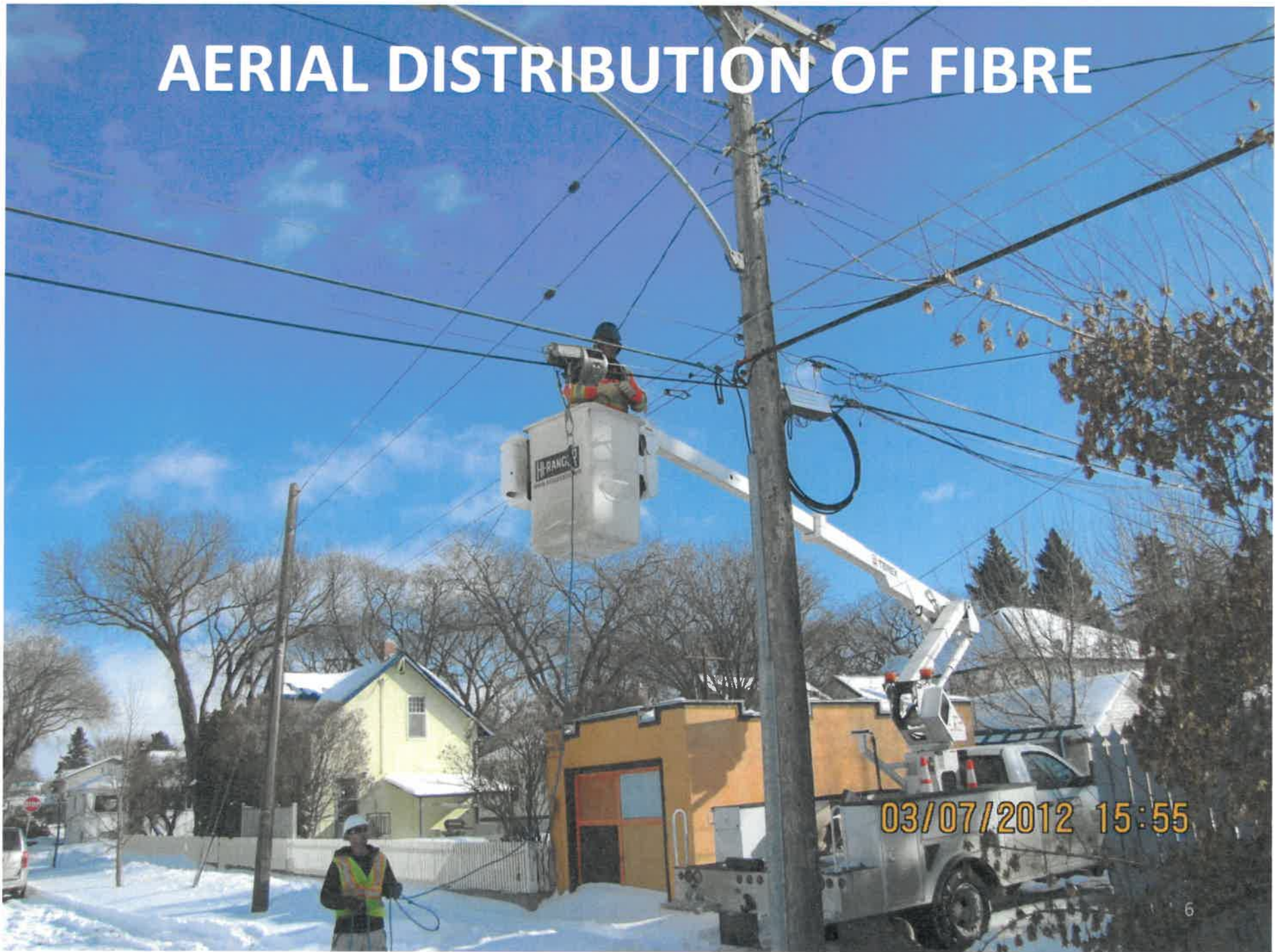
In both phases, contractors will work hard to repair property.

PHASE 1 - DISTRIBUTION NETWORK



The placement of conduit and cable from our feeder network to each termination pedestal and pole.

AERIAL DISTRIBUTION OF FIBRE

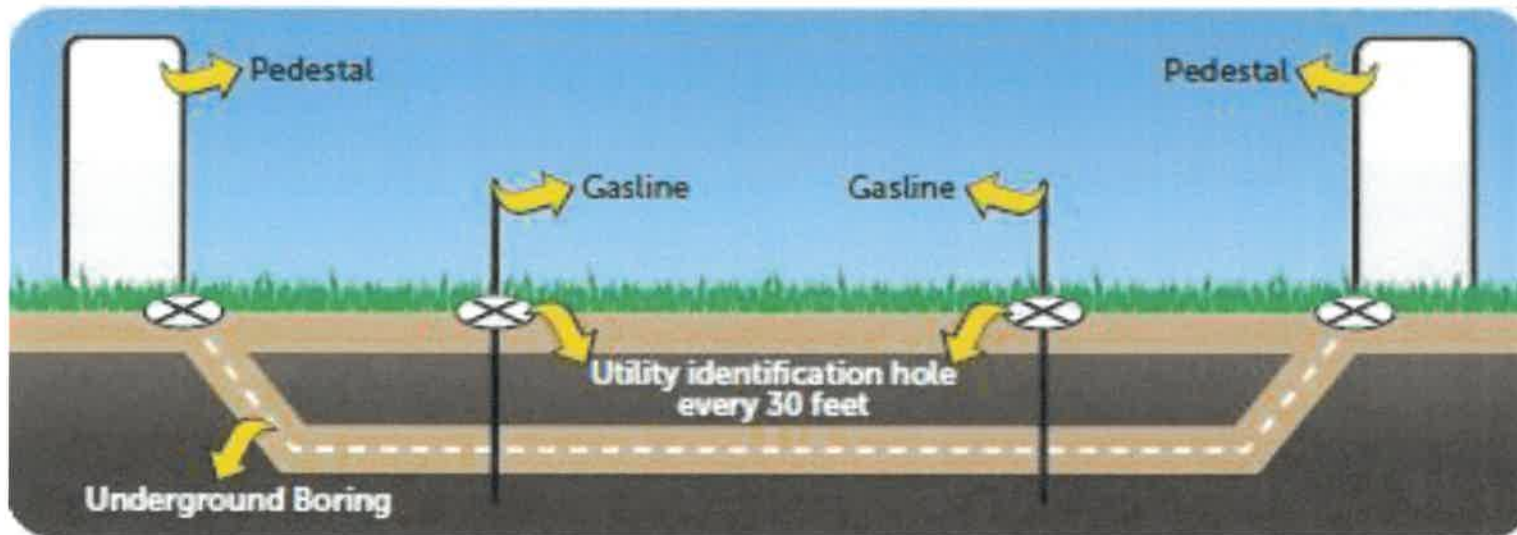
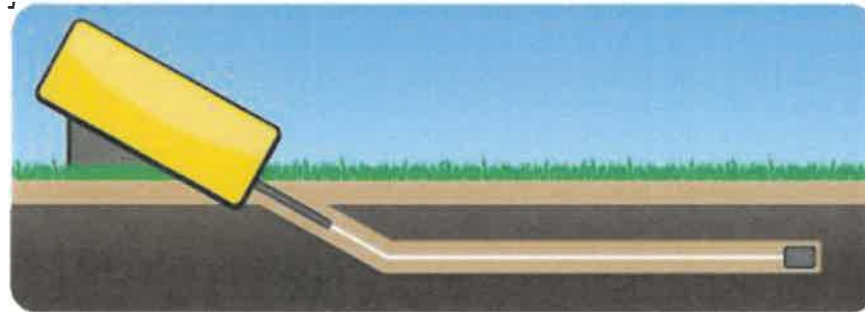


BURIED DISTRIBUTION CONSTRUCTION

Pedestal Replacement
& Installation



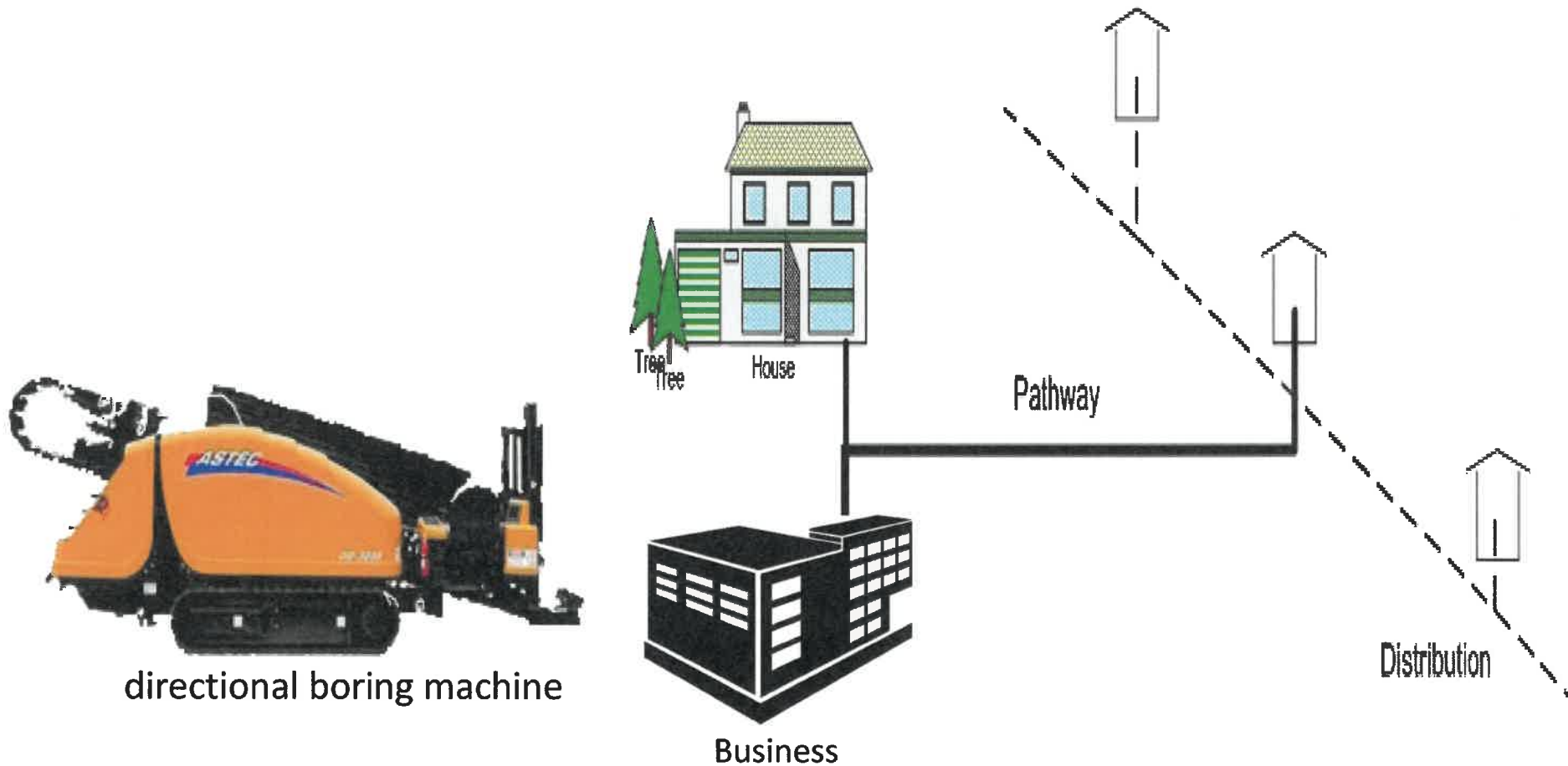
Upgrading Main Network
Directional boring between pedestals





DIRECTIONAL BORING

PHASE 2 - BURIED PATHWAY

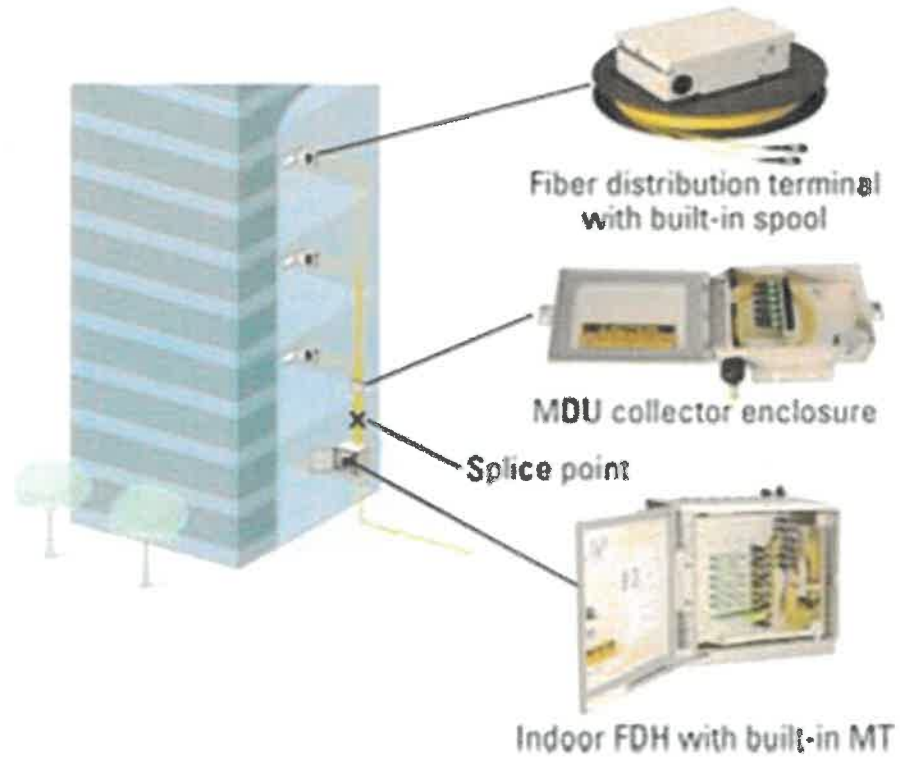


Placement of conduit and cable from termination pedestals to the home or business.

FIBRE SPLICING



MULTI DWELLING UNITS



SaskTel *infiNET* Build

SaskTel
Central
Office



Passive Optical Network

Splitter

Home

Home

Home

Customer Premise
Equipment
ONT
(Optical Network Terminal)

- Higher Speed Internet**
 - event scheduling
 - wireless networking
 - home automation
 - heating/cooling control
 - gaming
 - analytics and lighting control
- Home Security**
 - home security
 - alarm systems
- Home Automation**
 - home automation
- Streaming Video**
 - streaming video
- Faster Downloading**
 - faster downloading
- Faster Uploading**
 - faster uploading
- Special Networking**
 - special networking
- Mobile Library**
 - mobile library
- Remote Monitoring**
 - remote monitoring
- Energy Management**
 - energy management
- Video Monitoring**
 - video monitoring

MAXimum Entertainment Services

- more HD streams**
 - more TV streams
 - interactive services
- multiroom DVR**
 - multiroom DVR programming
- HD channels**
 - digital videoplayer




CUSTOMER BENEFITS – CONSUMER

✓ **infiNET - Faster connections. Endless possibilities.**

- **Fast connections**
 - Internet Speeds up to 940 Mbps down and 500 Mbps up.
 - The fastest upload speeds in SK*.
 - Stream and video chat without freezing, pixilation, or dropped connections.
 - More Internet plans to choose from so you get the right speed for your home.
 - Add Whole Home Wi-Fi and blanket your whole home in fast, reliable Wi-Fi.
- **infiNET enhances both SaskTel TV options, maxTV and maxTV Stream:**
 - Can watch on more box connected TVs at the same time.
 - Subscribe to ultra clear 4K programming.

*Fastest upload speeds when compared to cable internet providers in Saskatchewan. Download and upload speeds depend on a number of factors and may vary.



CUSTOMER BENEFITS – BUSINESS

- ✓ Increased productivity and flexibility for your business with the fastest upload options available.
- ✓ Business infiNET provides:
 - Higher bandwidth
 - Reliable connection
 - No throttling
- ✓ With video conferencing, eLearning, video streaming, data backup/storage on the Cloud and large file sharing – upload has become just as important as download.
- ✓ Enhance your business experience with the fastest upload speeds in the province!

Unlimited Usage

Symmetrical Speeds up to 1GB

24/7 Support

Eliminate lagging, freezing, pixilation & dropped connections



infinET FIBRE EQUIPMENT

CUSTOMER PURCHASE REQUIRED

POWER SUPPLY



BATTERY REPLACEMENT INSTRUCTIONS

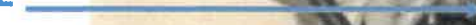


BATTERY (VOICE)

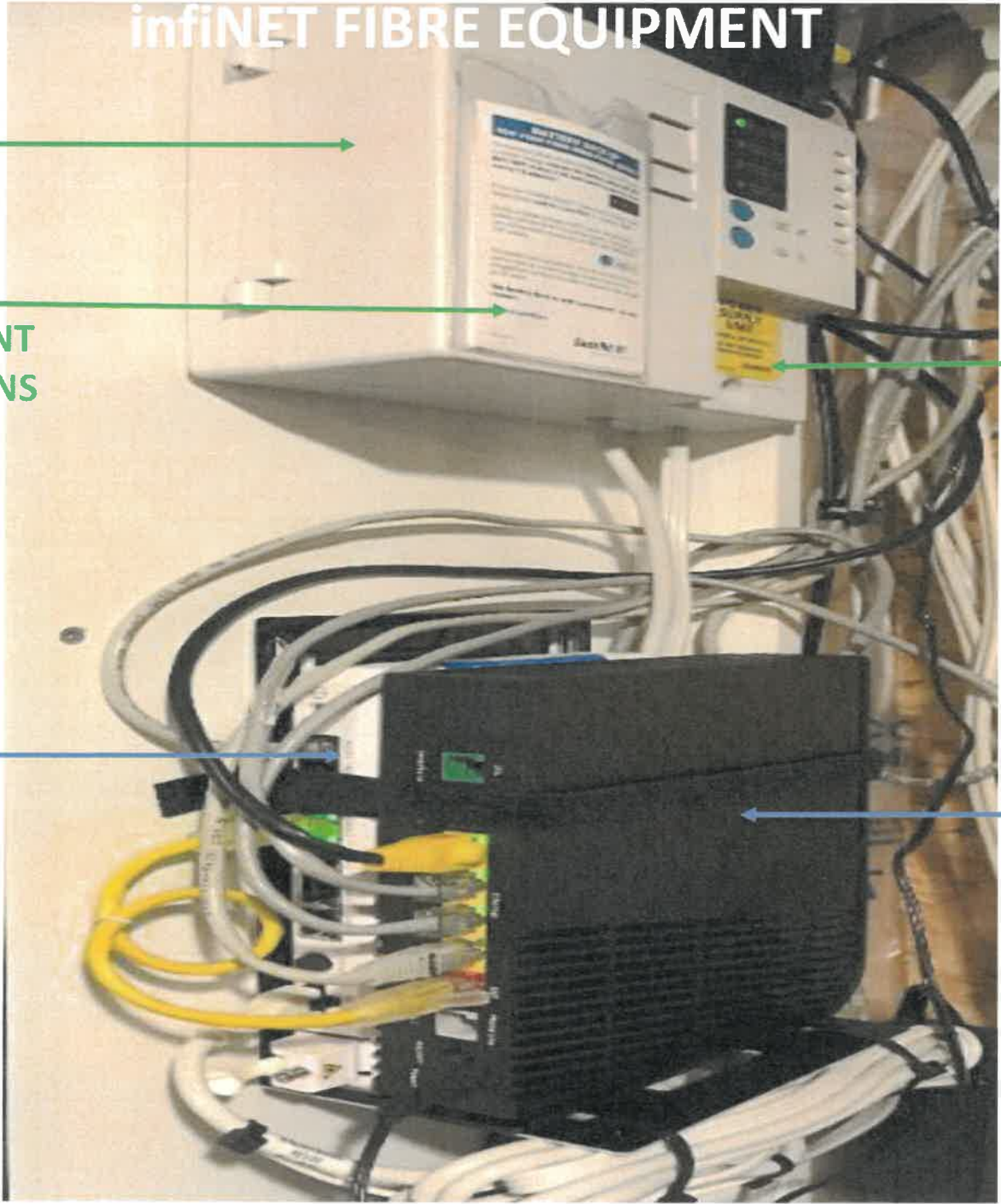


INCLUDED IN FIBRE CONVERSION

ONT (OPTICAL NETWORK TERMINAL)



GATEWAY



QUALITY ASSURANCE AND CONTROLS

- ✓ Fibre network build, home & business customer conversion done in accordance to SaskTel quality standards
 - including technical, safety, security & communication
- ✓ SaskTel Inspectors in the field to work with our vendors to solve issues as they arise
- ✓ Inspectors onsite with customers when needed to answer questions, address concerns

POSITIVE CUSTOMER EXPERIENCE KEY

- ✓ SaskTel Quality Managers & Inspectors oversee field work activities → meet quality standards to ensure customers property and conversion experience positive
- ✓ Customer issues are logged & tracked to ensure response is timely and dealt with to customer's satisfaction
- ✓ Throughout construction and conversion process customers receive letters, door knockers and outbound calling

CUSTOMER COMMUNICATIONS

CONSUMER

- ✓ Customer Letters, Email, Text Messages
- ✓ Door Knockers
- ✓ Construction Sandwich Boards
- ✓ Magnetic Vehicle Signs
- ✓ Outbound Calling
- ✓ sasktel.com


BUSINESS

- ✓ Customer Letters
 - ✓ Door Knockers
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COMMUNICATIONS ACTIVITIES

- ✓ **Joint Construction Letter: Distribution & Pathway**
 - **Letter to each household or business: 4 weeks** in advance
 - Set expectations with customer on distribution work scheduled in their area
 - Set expectations with customer on pathway work scheduled on their property
 - **Door knocker to each household or business: 2 – 5 days** in advance to raise awareness of work set to take place within next few days

 - ✓ **Outbound Calling**
 - Inform broadband customers they are eligible to book fibre conversion appointment

 - ✓ **Conversion Letter**
 - 1 – 3 months after outbound calling commences:
 - Letter informing broadband customers **to convert within 2- 4 months** of receiving conversion letter to avoid DSL service removal
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SOURCES OF *infiNET* INFORMATION

- ✓ www.sasktel.com/infiNET
 - Availability tool: enter individual address and shows if area or property is ready for infiNET
- ✓ For customer inquiries and concerns:
 - SaskTel toll free number:
 - **Consumer: 1-800-SASKTEL**
 - **Business: 1-844-SASKTEL**