

GUIDE - INSTALLATION FEES

SERVICE WIRE INSTALLATION FEES - \$ 400 (Labor & Equipment)

A fiber optic service wire must be installed between the fiber optic distribution network and the subscriber's residence. This service wire will be connected to a connection terminal (black rectangular box) on the distribution network and, at the subscriber's site, to fiber optic termination equipment during commissioning. This work is performed by a company duly authorized and very experienced in the field.

Labor

Installation fees of \$ 150 are required, covering the following activities:

- ✓ Connection of the service wire to the distribution network connection terminal.
- ✓ Installation of the service wire on the electrical structure or in a conduit* provided for this purpose to the interior of the residence.

* This service wire cannot be passed through the same conduit as that of the electrical cables, for security reasons. For a buried entry, a different PVC pipe of 2" in diameter is required, including a draw wire (merlin) installed by client.

Equipment

A fee of \$ 250 is required covering the following equipment:

- ✓ Fiber optic service wire fitted with a connector for connection to the distribution network connection terminal.
- ✓ Multiple fasteners for attachment to Bell cables and to the Hydro-Québec structure.
- ✓ Housing and connectors for connection to the fiber optic termination equipment at the customer's home.

Please note that a fee of \$ 2 / meter will be added for any installation exceeding the first 100 free meters. The length is calculated along the power lines between the boundary of the property and the building to be connected, measured by geodesy.

NON-REFUNDABLE AFTER INSTALLATION

EQUIPMENT CONNECTION FEES - \$ 120

These fees are payable after commissioning and will be split over the first two billing months (\$ 60 / month) following commissioning. They are associated with the installation of fiber optic termination equipment at the customer's site during commissioning.

Note that this fiber optic termination equipment is **free** for the customer and **guaranteed for life**. These equipment remain the property of TFLM.

These connection fees also cover the following actions:

- ✓ Enter the fiber optic service wire into the residence.
- ✓ Install fiber optic termination equipment, specific to the subscribed services.
- ✓ Connect a router near the fiber optic termination equipment as appropriate (if applicable).
- ✓ Connect all set tops (decoders) and check the operation (if purchased).
- ✓ Connect the telephone service and check its operation (if service purchased).

No modification to the programming of any alarm system will be made by the installation company. The owner must make arrangements with his/her security company or have made all changes necessary.

EQUIPMENT PROVIDED BY TFLM

- ✓ Fiber optic termination equipment owned by TFLM.
- ✓ A maximum of 10 meters of coaxial cable RG6 per connection and per set-top.
- ✓ A maximum of 2 meters of data cable for connecting the router.
- ✓ A maximum of 10 meters of telephone cable for connection to the residential network.
- ✓ The hardware used to install this equipment.

Any other installation activity requested by an owner (including equipment requirements) will be at the expense of the owner and authorized by signature on the work order.



SUGGESTIONS

- Provide a standard, dual-socket outlet near where the fiber optic termination equipment will be installed, usually near the electrical entrance panel. If too far, an extension will be required at customers expense.
- Facilitate access to the places where the equipment will be installed.
- Your appointment is important and it's a priority to respect the agreed date and time. Any change in appointment times must be reported to customer services at least 48 hours in advance. If our technician travels for an unfulfilled appointment, a service call in the amount of \$ 75 will be billed.
- All costs are before taxes.