

# *2024-25 infiNET* Build Bethune

April 24, 2024

# FIBRE TO THE COMMUNITIES (FTTC)

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- ✓ 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

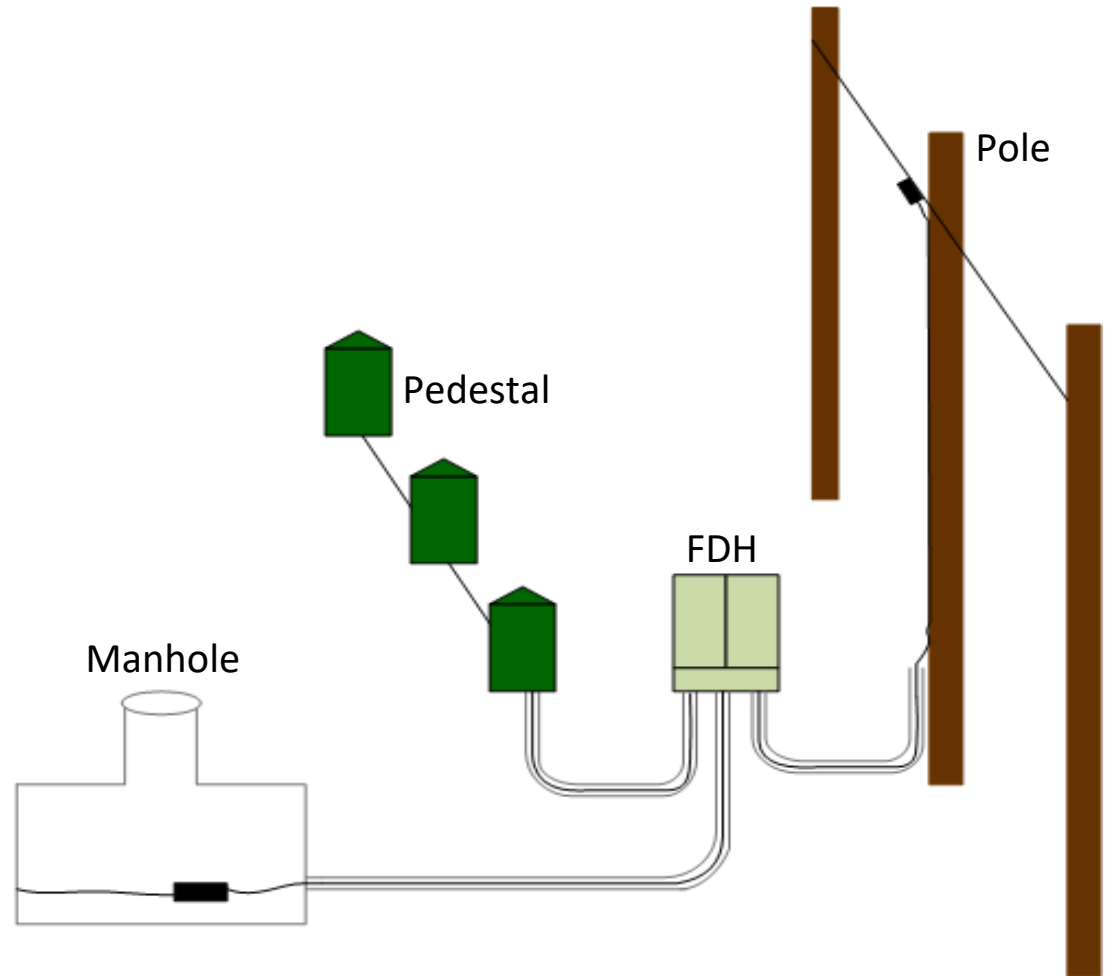
# *infiNET* CONSTRUCTION PHASES

## ✓ 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



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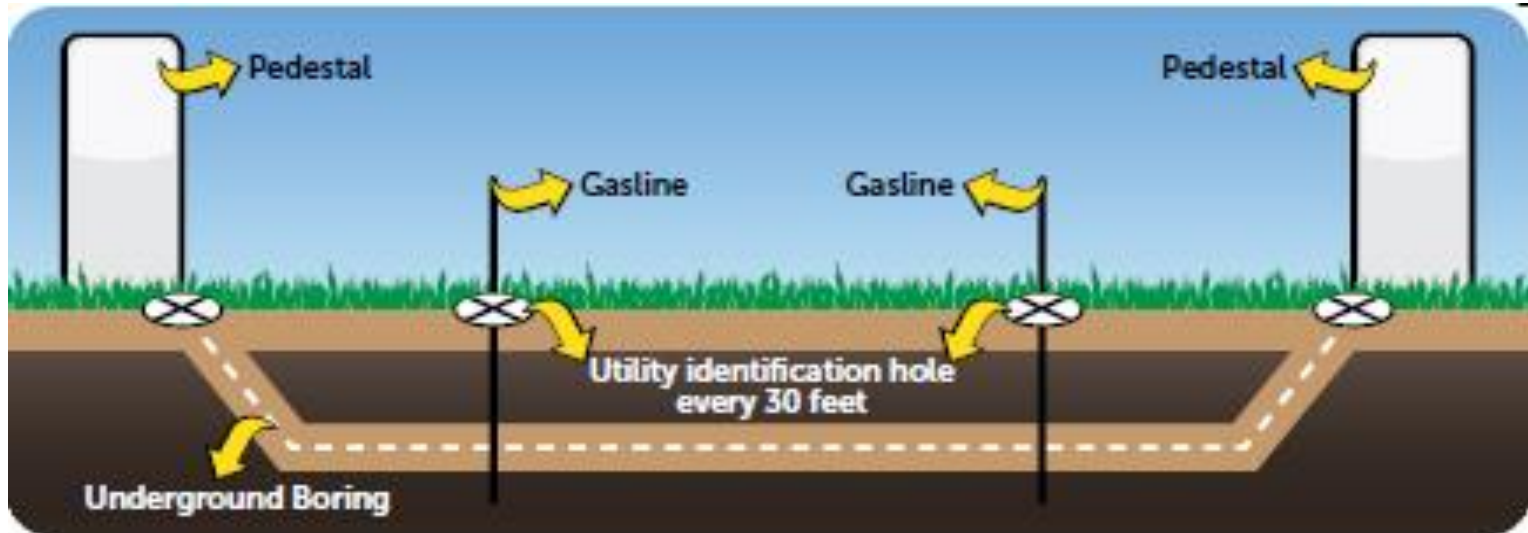
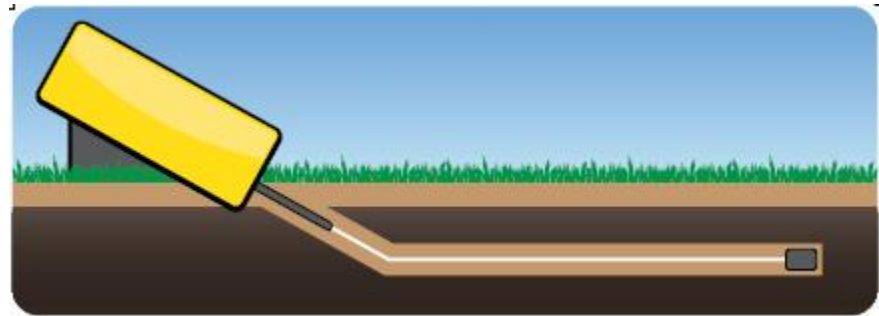


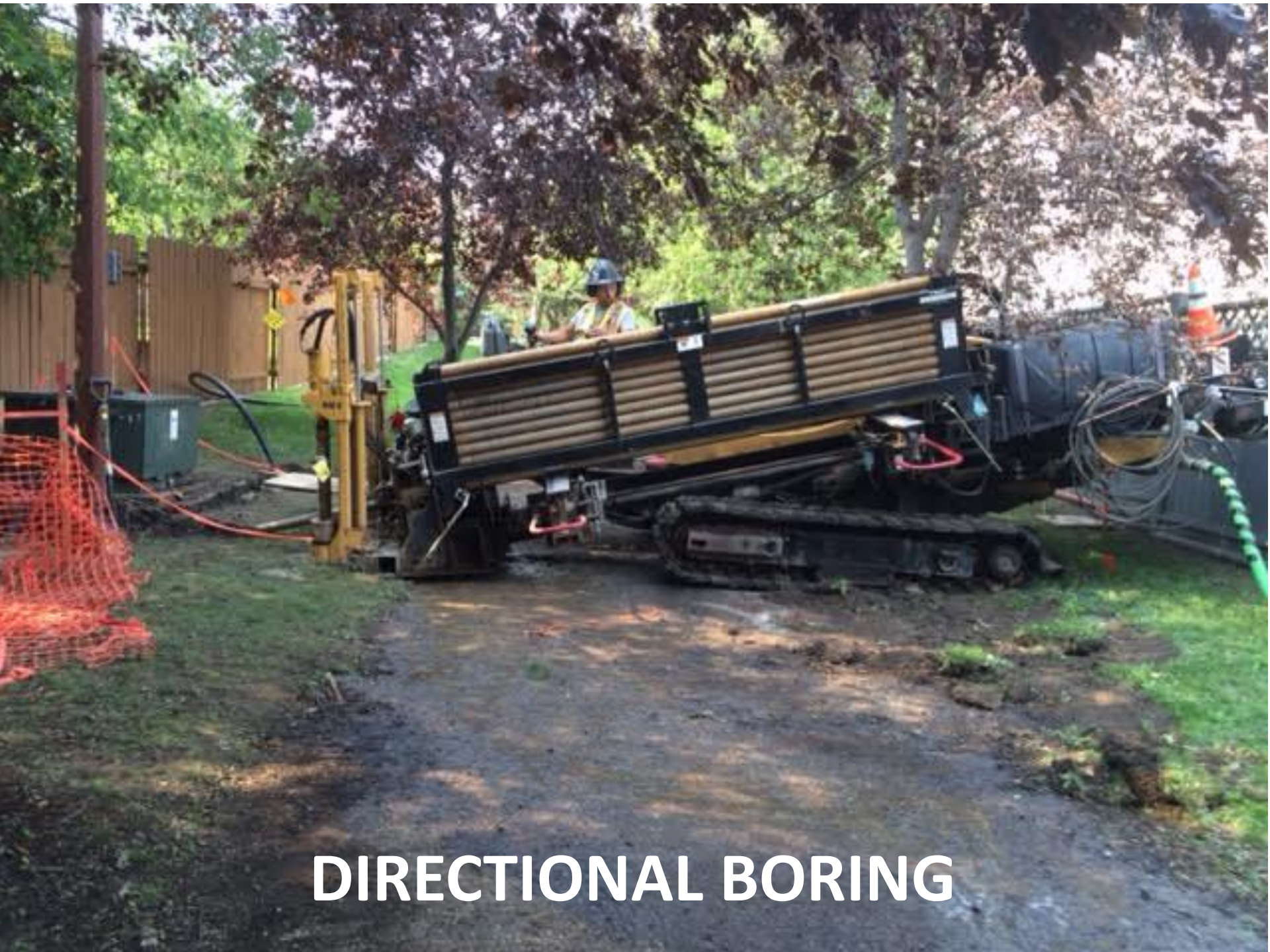
# BURIED DISTRIBUTION CONSTRUCTION

Pedestal Replacement  
& Installation



Upgrading Main Network  
Directional boring between pedestals

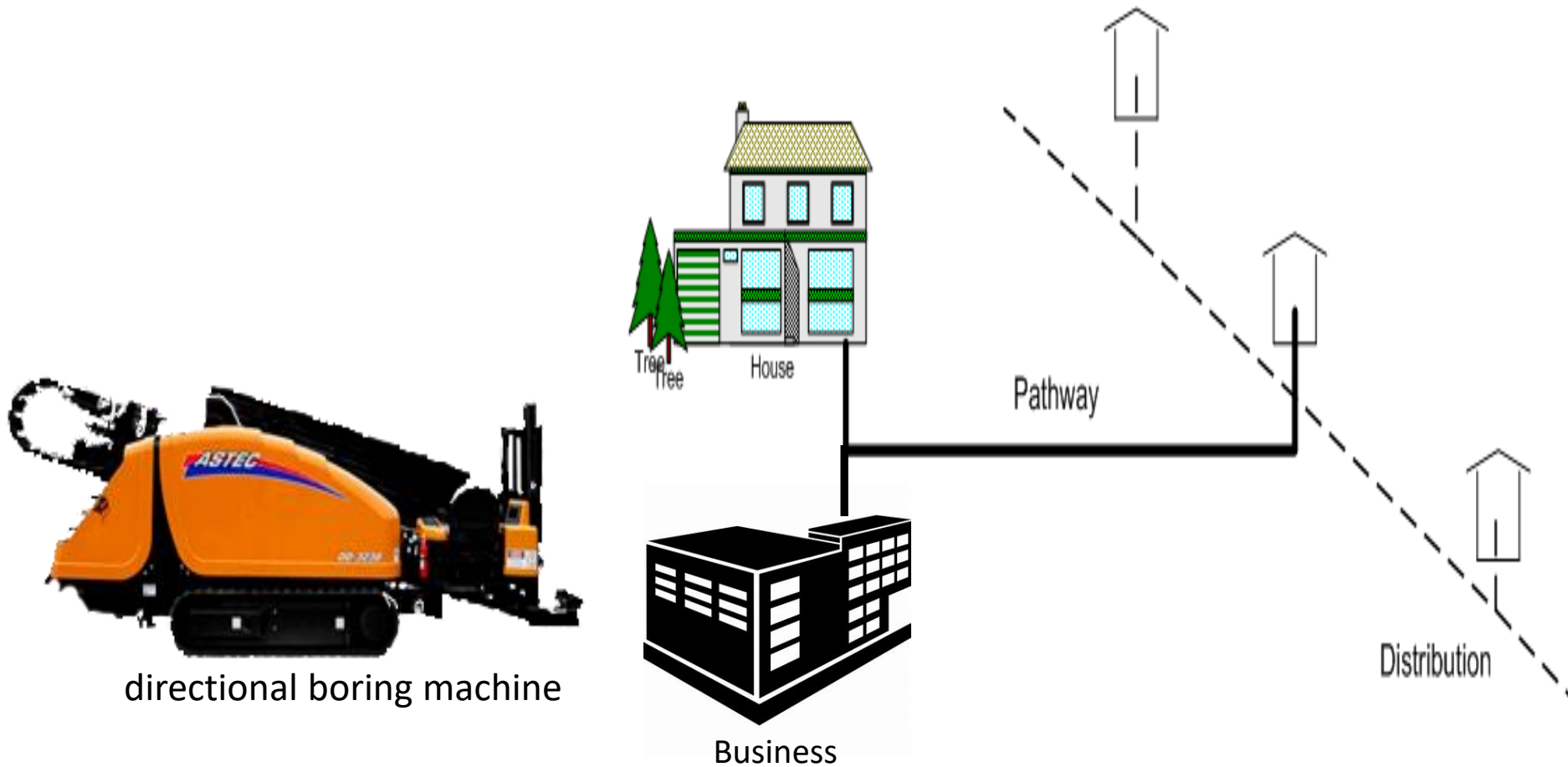




**DIRECTIONAL BORING**



# PHASE 2 - BURIED PATHWAY

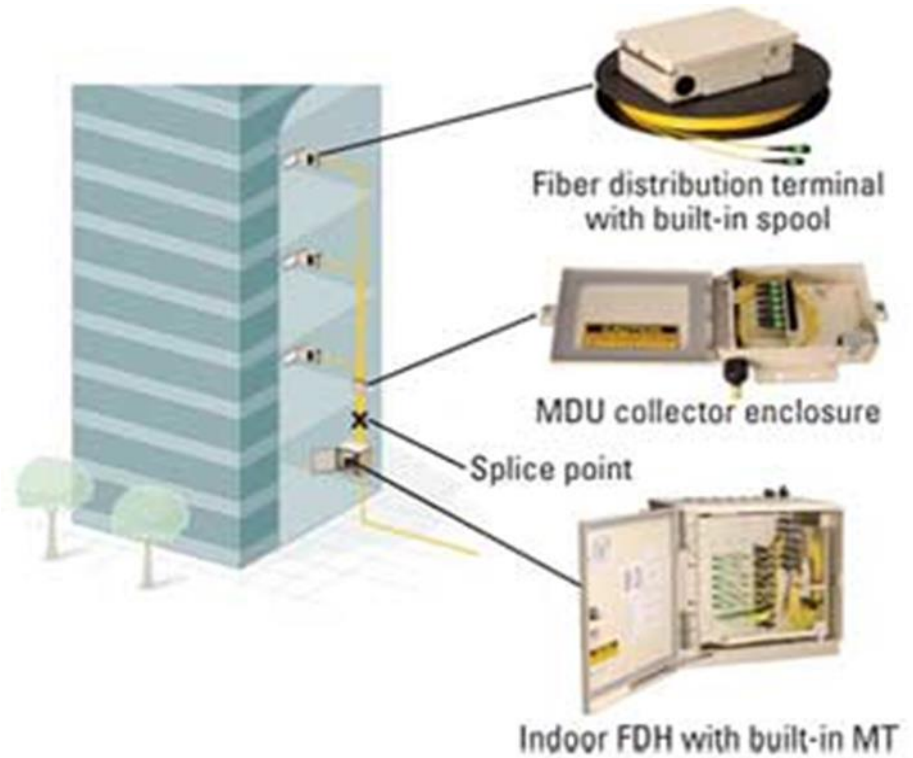


***Placement of conduit and cable from termination pedestals to the home or business.***

# FIBRE SPLICING



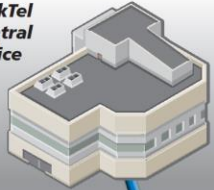
# MULTI DWELLING UNITS





# SaskTel *infiNET* Build

SaskTel  
Central  
Office



Passive Optical  
Network

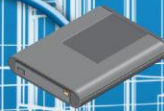
Splitter

Home

Home

Home

Customer Premise  
Equipment  
ONT  
(Optical Network Terminal)



SecurTek

## Higher Speed Internet

- wireless networking
- event scheduling
- home automation
- heating/cooling control
- faster downloading
- gaming
- home security
- social networking
- faster uploading
- monitoring
- streaming video
- appliance and lighting control
- energy management
- alarm systems
- electronic library
- remote monitoring
- video monitoring

## MAXimum Entertainment Services

- more HD streams
- multiroom DTVR
- more TV streams
- digital television
- HD channels
- interactive services
- remote DTVR programming



# 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***



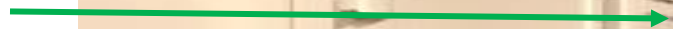
# infiNET FIBRE EQUIPMENT

CUSTOMER PURCHASE REQUIRED

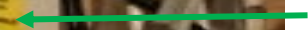
POWER SUPPLY



BATTERY REPLACEMENT INSTRUCTIONS

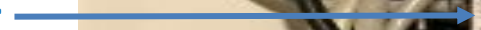


BATTERY (VOICE)

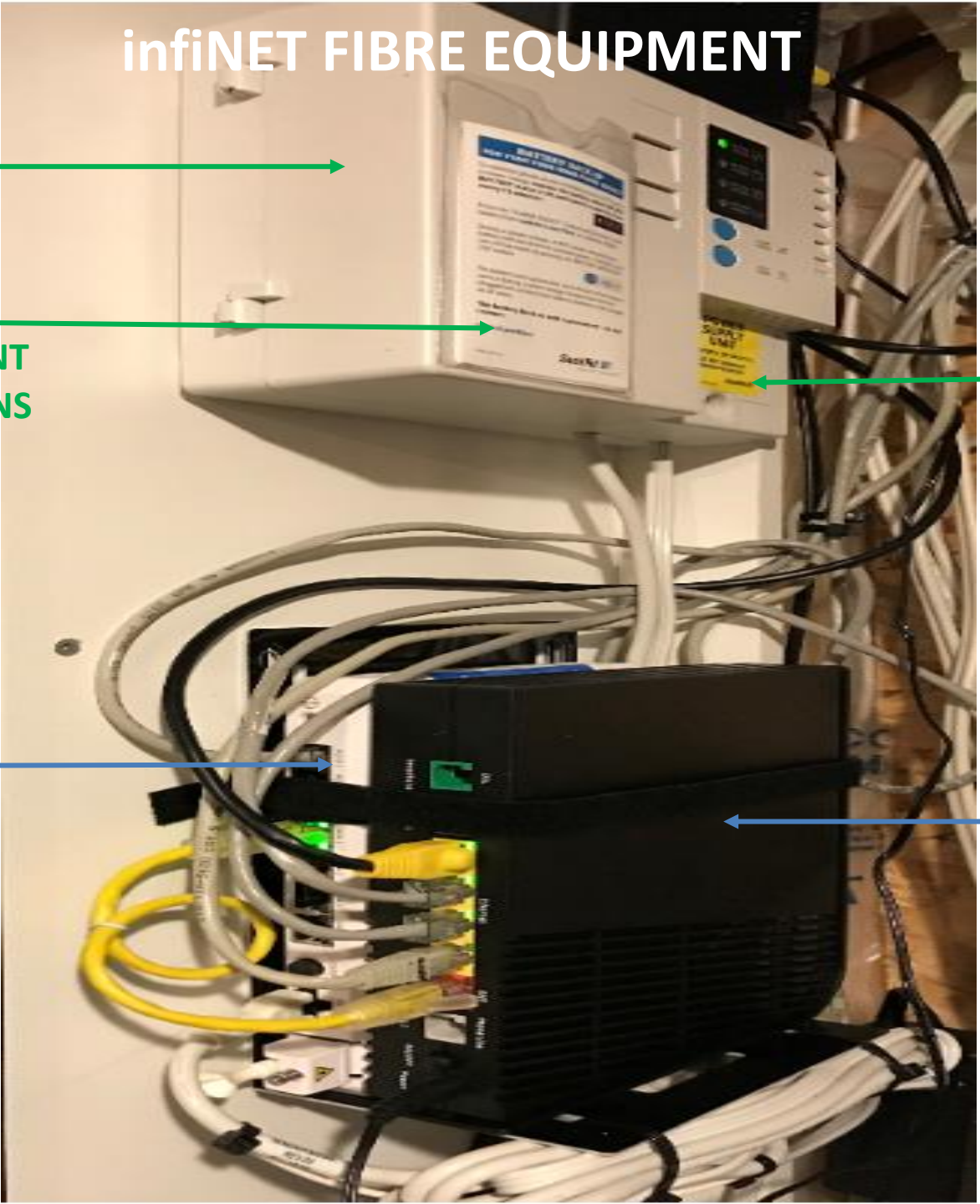
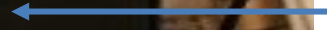


INCLUDED IN FIBRE CONVERSION

ONT (OPTICAL NETWORK TERMINAL)



GATEWAY



# QUALITY ASSURANCE AND CONTROLS

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- ✓ 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

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- ✓ 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
- ✓ Construction Sandwich Boards
- ✓ Magnetic Vehicle Signs
- ✓ Outbound Calling
- ✓ sasktel.com

# 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

# SOURCES OF *infiNET* INFORMATION

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- ✓ [www.sasktel.com/infiNET](http://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**



[sasktel.com](http://sasktel.com)