



Dear NanoFibre Subscriber:

Here are a few items you will need to know before installation of the fibre optic connection within your premises:

- 1) When our crew arrives, they will present NanoFibre picture identification upon request. If the person showing up at your door does not have proper ID, do not let them in. Only you and NanoFibre know the install date/time. If you have any concerns, please call 888-342-7317.
- 2) The fibre optic cable must be installed inside your premises. This will be accomplished using one of three methods:
 - a. It will come through existing conduit and enter your premises in the same location as your current utilities. If your current utilities are underground, it is likely the fibre will enter the same way.
 - b. It will enter aerially and go down a mast into your premises. If your existing utilities are in the air, it is likely the fibre will enter the same way.
 - c. In cases where the underground conduit entering your premises is blocked, our crews will do their best to remove the blockage. If they are unable to do so after 30 minutes, they will need to trench to get the fibre to your premises. Once they get to your premises and depending on where you would like the first connection installed, a ¼" hole may need to be drilled through an exterior wall. The crew will caulk the hole before leaving. In some instances, the conduit used to bring in your existing services, may now be covered with drywall. When this occurs, we will do our best to make a small hole in a concealed area. Patching of drywall after installation will be your responsibility. Our crews will discuss situations like blocked conduit or drywall with you in advance and inform you of any extra charges. For this reason, NanoFibre recommends you are onsite during the installation.
- 3) The device we install to receive the fibre optic signal is called a digital residential gateway or DRG. It is approximately 7" wide X 4" deep X 1" high and it needs to be connected to a power source.
- 4) NanoFibre will supply one complimentary connection. You may wish to install additional connections in your premises and if requested by you, NanoFibre will provide a price for additional wiring, or configuration of customer owned equipment. Any fee for additional wiring, configuration of customer owned equipment, or other services requested by you will be added to your first monthly invoice.





- 5) If time permits, the crew will install additional outlets at the time you are initially connected to the NanoFibre network. Additional outlets requiring extra time, may be rescheduled at a later date so we can keep our appointments already committed to.
- 6) Your existing Internet, telephone and cable connections will not be impacted by the NanoFibre connection so you can keep them active or disconnect them at any time. Please keep in mind that sending email while using our network may require you to use your current providers web mail interface.
- 7) NanoFibre suggests you contact people you are in frequent contact with and let them know in advance what your new email address or telephone number will be before discontinuing service from your current provider.
- 9) By agreeing to have the service installed in your premises or business, you are agreeing to our terms and conditions. You can review those terms and conditions anytime at www.nanofibre.ca/legal.
- 10) If you use a wireless router to connect more than one computer, it will need to be secured with a password. Please note you may not share the connection with anyone outside your home or business. Doing so will result in an immediate disconnection from the NanoFibre network and involves a penalty outlined in our legal terms.

We hope this list will adequately prepare you to receive your NanoFibre fibre optic connection. If you have any questions prior to installation, we would be pleased to receive your call at 888-342-7317.