Reach top speeds with fibre: Understanding the fibre-optic installation process

Lightning-fast, reliable Internet doesn't just enable smooth video streaming and quick downloads - it connects communities, empowers small businesses, and creates limitless possibilities.

As Canada's fastest Internet service provider for two years running (according to PC Magazine), telMAX understands the importance of creating speedy, dependable Internet connections throughout the province. Here's how telMAX installs and grows its fibrehood - a 100% fibre-optic network.

Understanding Fibre Internet

Traditional Internet connections use copper wires to transmit data, while fibre networks use fibre optic lines made of glass. Copper wires are typically less durable than fibre, with the potential to lose signal and degrade over long distances. Some benefits of fibre lines include:

- **Higher bandwidth.** Fibre optic networks carry more data than copper wires, allowing for faster downloads and uploads.
- **Faster speeds.** While copper wires use electrical signals to transmit data, fibre optic networks use light signals, leading to higher Internet speeds. This lets residents' stream faster without any lagging or buffering. These speeds are especially great for low-latency gaming.
- **Less potential for signal loss.** Fibre optic cables are less likely to experience signal loss, even when connecting areas that are far away from each other (called long-haul data transmission).
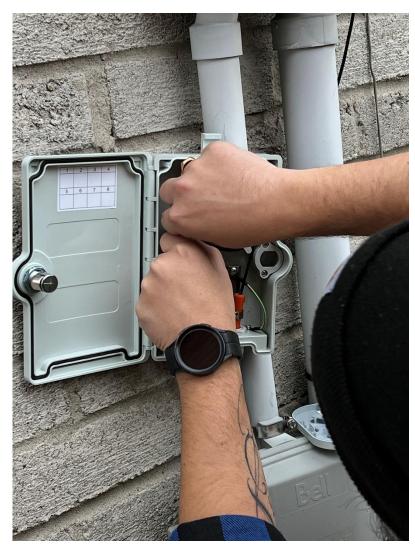
The Installation Process

telMAX's lightning-fast fibre Internet is installed in phases by our team of experts.

Phase 1 - The pre-installation survey

Our construction team will visit your area and survey the landscape to decide which pathways or routes to use for our fibre-optic lines. During this phase, we're looking to ensure compliance with all safety standards and minimal impact to the resident's home and landscape.

Phase 2 - Digging/Trenching

Our Installation team will arrive to prepare your area for the fibre installation. To do this, we'll start the process by lightly spading a line on your property with minimal disturbance. This allows us to properly lay a conduit, which is piping that the fibre line will run through. telMAX is committed to fully restoring all areas to like-condition after the installation/construction process, which includes patching up any holes and laying grass seed. We'll also lift and relay all interlock and patch driveway cuts.

Phase 3 - Fibre Installation and Connection

Now, our team moves to the next step: Connecting the fibre-optic line from the trench into your home.

The line is kept safe inside a conduit, which safeguards it from any potential damage. Each home has its own dedicated fibre line.

For this phase, our installation team takes the weatherized fibre and extends it to an access point called a Customer Service Enclosure (CSE). This setup is weatherproof from all nature's elements, ensuring a reliable connection year-round.

In this careful and time-intensive process, our skilled team follows additional precautions to ensure everything remains in excellent condition.

Next, an entry point will be carefully drilled to facilitate a smooth install inside your home. This is where the fibre optic line will be connected from the CSE, into an ONU (Optical Network Unit). This small box converts fibre signal into a language your devices can understand.

We will then directly connect the ONU to a router placed inside your home.

For those receiving telMAX's home phone or TV services, these are installed during this step.

Phase 4 - Speed testing

Once the installation is complete, our team will run a speed test to ensure the connection is working correctly and that your service is online.

The telMAX difference

telMAX isn't just committed to providing high-speed Internet to underserviced areas. We're also a customer-first company that genuinely cares about the communities we serve. Along with top-tier Internet services, we ensure high-quality customer service provided by a local team that understands each area's unique challenges.

With speeds up to 1.5 Gbps, our fibre-optic network allows for quick connections and limitless possibilities. Check availability based on your location and find the best plan for you [here](#).