



INSTALLATION BY OUR TECHNICIANS

- QUESTIONS & ANSWERS -



1. What documents does the member receive at the time of installation?

- For the sake of the environment, the technician does not hand out any paper documents but tells the member where the documentation on our services can be found on the website.
- If the member requests paper documents, the technician will also be able to provide them.

2. Does the technician take the time to explain how the equipment works to the member at the time of installation?

- The technician will program the decoder remote control with the television.
- They will also explain how video on demand (VOD) and the television guide work.

3. What document does the technician ask the member to sign after the installation?

- The technician asks the member to fill out a questionnaire on his cell phone application and the member must sign it and add a comment regarding the installation.
- The technician will take photos of the installation to help with any diagnostics that may need to occur later and will take a photo of the speed test.

4. Can the fibre modem be in a non-heated space?

- The temperature should not be lower than 5 °C.

5. Why do we suggest that the member install 1½ inch Carlon tubing instead of 1 inch?

- There is a risk of friction, on a long distance, that could prevent the fibre from passing through.
- With 1-inch Carlon tubing, there is a greater risk of crushing under the ground's weight.

6. Can the member use something other than Carlon tubing?

- Members can use whichever product they want if the interior is smooth, and they have installed a pulling cable.

7. Where should the member install the Carlon tubing?

- They must start from the first service pole where the electricity is buried and go up to their chosen location at the house. Most installations are made at the electrical panel, but the member may choose to install the Carlon tubing in another location. (i.e. the member would like to install the modem in the living room. He or she could bring the Carlon tubing to the exterior wall of the living room instead of the electrical entry).

8. Should the member install something when the underground distance is very long?

- The member must install a pullbox at every 150 metres at a minimum and, depending on the land, they can even install more. The member can obtain information from their renovation centre.



9. Can there be curves in the Carlon tubing?

- The member can install 90-degree angles as long as the Carlon tubing, or the conduit has a 1½ inch diameter.

10. What type of cord can the member use as a pulling cord in the Carlon tubing?

- We recommend a polyethylene cord. It's important to have a cable that's strong enough to prevent its breakage.

11. What is the best way for the member to pass the cable through the Carlon tubing?

- The least expensive solution is to tie a plastic bag to the cord, put a Shop-Vac type vacuum cleaner on the other end and aspirate until the plastic bag comes out.
- The member can also purchase a pulling cord at a hardware store (a stiff wire sold as a roll) or rent one.

12. Is it mandatory to protect the Carlon tubing before burying it?

- If the Carlon tubing crosses a street or an entryway, we suggest protecting it with protective blocs. The member can get advice from the hardware store.

13. Can the fibre be passed directly in the ground without Carlon tubing?

- Ideally, no, to avoid breaking the fibre when excavating. If a member chooses to bury the service wire directly in the ground, they will be responsible in case of breakage and will be responsible for the excavation work, if necessary.

14. Are there risks of freezing in winter when the fibre is underground?

- No, there is no risk.

15. What happens in winter if the Carlon tubing is frozen when the fibre is installed?

- If the member agrees, the technician can install the fibre directly on the ground and, in the spring, the member contacts us again to pass it through the Carlon tubing. The technician will add a note in the appointment stating that the Carlon tubing was frozen and that installation was not possible at that time. The member will have to pay the \$90 per hour fee only if the cable is damaged.

16. What can we do if a member wants to install the fibre underground, but there is no Carlon tubing underground?

- The member can choose to have the fibre installed temporarily on the ground or install Carlon tubing on the ground and later bury it themselves. If the member decides to put the fibre directly on the ground, they will have to pay technician fees.

17. At what height from the ground should the member have the Carlon tubing come out?

- At a minimum of 3 feet from the ground

18. At what height is the fibre positioned on a pole?

- When it is along a road, our fibre is at a minimum of 14 feet from the ground.

19. If a member wishes to bury his fibre cable after the aerial installation has been made, will the same cable be used, or will they be charged for another one?

- It depends on whether the length is the same and if the cable is damaged or not. The member will have to pay technician fees.

20. Why don't we pass the fibre in the same Carlon tubing as Hydro-Québec?

- Since we don't have electrician competency cards, we are not authorized to work near electrical cables.
- There is also a risk of induction.

21. At what depth should the Carlon tubing be buried?

- In a road, we require a minimum of 12 inches; otherwise, 6 inches is sufficient.

22. Can the member install their own fibre?

- No. To guarantee quality service, it must be our fibre. If the member wishes to do some prewiring, they can come get some from us.
- Please note that Cooptel cannot guarantee service quality and is not responsible for any fibre that is not installed by a Cooptel specialized technician.

23. Can the member choose the place where the technician installs the router?

- The technician will recommend that the router be centralized and will install a network cable.