

Welcome to telMAX

We appreciate your trust

Your next steps:



1. Order Confirmation

You'll get an email regarding your telMAX services. Save it for your reference.



3. Service Overview

Our installation team will test and ensure your services are working.



2. Installation

Work will be done in and outside your home to ensure the network meets our high standards.



4. Enjoy

We are thrilled to welcome you to the fibrehood!

Frequently Asked Questions:

Q: What are the next steps in the installation process?

A: The install process includes activity both outside and inside your home.

- First, we'll bring our lighting fast fibre to the side of your house. While you don't need to be home for this step, we want to let you know in case you see one of our technicians outside.
- Second, we'll schedule time to complete the in-home set-up bringing your service online to experience Canada's Fastest Internet and ensuring your service is working before leaving. This will happen **2 – 3 days** after the outside work.

Q: What does an install window mean?

A: It's the timeframe our install team will arrive at your home to begin your installation and not when the work will be completed. Be sure to sign up for telMAX text notifications including important tracking details on the day of your installation appointment.

Q: How long does installation take?

A: A typical install can take 1 – 2 hours depending on the size and scope of your home.

Please note that an adult must be home during the installation.

Q: How do I set up my telMAX account?

A: You will receive an email: **"Let's get your telMAX account set up"**, that includes an activation link. Be sure to click the **"Activate My Account link."**

