

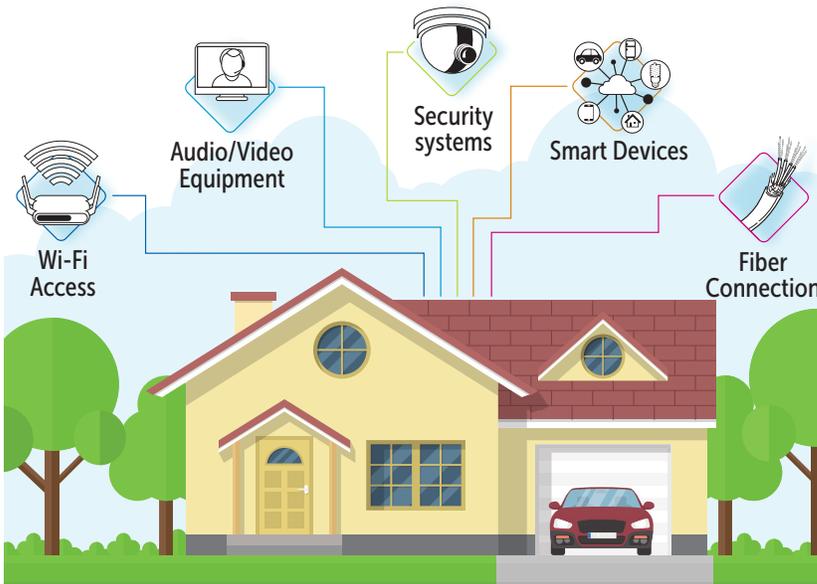
CONNECTING HOMES POWERING EVERYDAY LIFE



NATIONWIDE RESIDENTIAL INSTALLATION EXPERTISE

Telecon supports telecom and cable operators with large-scale residential installation services across Canada. Through a strong national footprint, dedicated field teams, and proven operational structures, we deliver reliable, safe, and lasting connectivity to homes nationwide.

We combine field expertise operational excellence, and scalability to ensure a consistent experience: From initial installation to ongoing service support, we have you covered every step of the way.



OPERATIONAL STRENGTH, BUILT FOR SCALE



1,000+

Residential interventions completed daily



100+

Bilingual dispatch teams managing high-volume operations



400+

Residential service technicians across Canada



100,000+

Connected devices annually

CONTROLLED DELIVERY FOCUSED ON CUSTOMER EXPERIENCE



Centralized coordination ensuring consistency across markets



Performance tracking and operational reporting



Ability to maintain a uniform customer experience at scale



Controlled delivery model supporting predictability and risk mitigation



"With Telecon, we're able to manage high-volume residential installations through a single, reliable partner consistently and at scale across the country."



END-TO-END RESIDENTIAL INSTALLATION SOLUTIONS



QUALITY, SAFETY, AND RELIABILITY BY DESIGN

Structured and ongoing training programs

Technicians are continuously trained to reinforce best practices, safety protocols, and evolving technical requirements across residential environments.

Rigorous quality assurance and field supervision

A structured performance framework, supported by 15+ operational KPIs and 5 customer satisfaction surveys, ensures consistent execution, compliance, and continuous improvement aligned with client standards.

98%+ on-time appointment compliance rate

Disciplined planning and operational coordination enable reliable service delivery, even across high volume residential deployments.

95%+ work completion rate: Strong execution

standards and proactive field management drive high completion rates on first visit, reducing rework and follow-up interventions.

Safety-first culture embedded in daily operations

A proactive safety mindset governs preparation, execution, and follow-up, protecting technicians, residents, and infrastructure alike.

WE ADDRESS THE FULL SPECTRUM OF RESIDENTIAL INSTALLATION AND SERVICE NEEDS



INITIAL INSTALLATIONS, REPAIRS, AND SERVICE CALLS



VOICE, DATA, TELEVISION, AND HOME SECURITY SERVICES



COPPER, DATA, AND FIBER NETWORKS



INSTALLATION OF CONNECTED DEVICES INCLUDING WI-FI,

FIBER, SMART DEVICES, AUDIO/VIDEO EQUIPMENT, AND SECURITY SYSTEMS



FULLY EQUIPPED AND CERTIFIED CREWS FOR POLE AND ROOFTOP WORK



PROVEN EXPERTISE, READY TO SCALE



Demonstrated success in high volume residential deployments

Telecon supports largescale residential operations, connecting 100,000+ devices annually while maintaining consistency and service quality.



Deep understanding of major operator installation processes

Our teams operate within structured frameworks aligned with leading industry standards, enabling seamless integration into complex operational environments.



Rapid adaptability of teams and resources to regional demand

With a national footprint and flexible resourcing model, Telecon can quickly adjust capacity to meet fluctuating volumes and regional requirements.



Scalable delivery model designed for long-term growth

Our controlled, repeatable approach supports client expansion today while remaining adaptable to future technologies, services, and customer expectations



For more information

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