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YOUR DIGITAL EXPERIENCE STARTS HERE!

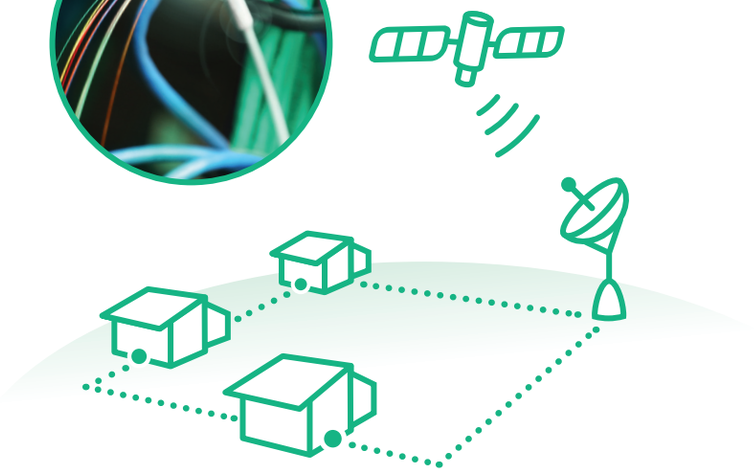
Following through on our commitment to improve your digital entertainment experience, Tamaani is pleased to bring you online today with our local fibre optic network in Nunavik.

What is fibre?

The most advanced technology around, fibre is composed of a hair-thin glass core through which digital data is transmitted by laser diodes at the speed of light.

Understanding our local network

For the moment, Tamaani clients on a local fibre optic network will connect directly from a receiver in their homes to the satellite connection for the Internet.



Every day benefits

In Nunavik, fibre is **the best solution to improve Internet network quality** and pave the way for a high-speed connection in the future. Until then, local fibre will bring you some very real benefits every day.

RELIABILITY

Fibre is a reliable and optimal connection because of the direct link from homes to the satellite infrastructure.

STABILITY

Fibre ensures increased flow consistency and strength for downloads and data transmission, even while several devices are connected to the same receiver.

EASE OF USE

Once a fibre optic receiver is installed in your home, signal loss will become problems of the past.

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CONNECTING TO YOUR NEW SERVICE

It's quick and easy.

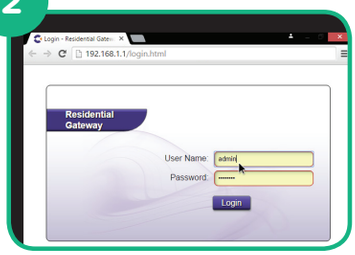
Select the network name for your **SSID** from the list of **available wireless networks** appearing on your device. Then, enter the default **WPA KEY** password provided in your information kit. You are now connected to the Web.

IMPORTANT!

But before enjoying the advantages of fibre optic reliability and stability, take a few minutes to personalize your network name and password according to these steps:

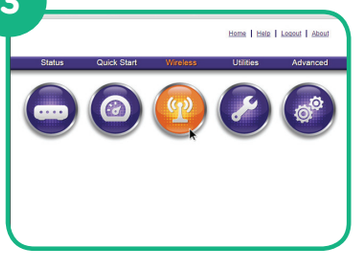
1 Open your browser. In the navigation bar, enter 192.168.1.1

2



Enter the username "**admin**" and default password as prompted.

3



On your fibre optic receiver's interface now, select the **Wireless** tab.

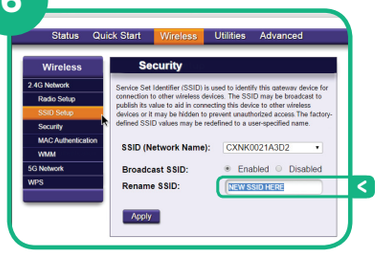
4

On the left, select the category **5G Network**. On **Wireless Radio** click **Off** and then **Apply** to save your change.

5

Still on the left, select the category **2.4G Network**. Click on the **Security** tab then, on ***Custom Security Key***. Enter your new password including letters and numbers. Save your change. You will be automatically disconnected from the Internet. Reconnect using your new network password.

6



Repeat steps 1, 2 and 3. On the left, select the category **SSID Setup**. Enter your new network name. Save your change. You will be automatically disconnected from the Internet. Reconnect using your new network name.

If you encounter any connection problems, contact Tamaani customer services for assistance to quickly connect to the Internet.

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FREQUENTLY ASKED QUESTIONS

Are local fibre optic networks in Nunavik connected directly to the Internet?

No. Local fibre optic networks in Nunavik will provide **direct connection only between clients in each community who are connected to the fibre optic network**. Connection to the Internet will continue to be via satellite from each community.

Will local fibre optic networks in Nunavik provide clients with high-speed Internet connection, like in southern urban centres?

No. For the moment, the new fibre optics service will provide **a more stable and reliable connection**. However, in the summer of 2016, a significant increase in available bandwidth will be activated when Tamaani moves to a new satellite operator. Connection speed will double. Check us out on Facebook to follow developments!

Are local fibre optic networks installed and in operation in all 14 Nunavik communities?

No. By the end of 2016, local networks will have been installed in Kuujjuaq, Salluit, Inukjuak and Puvirnituq. Tamaani plans to complete the installation of local fibre optic networks **in all the communities within five years**.

What do I do if I'm moving from one house to another?

It is very important you **inform our customer service representatives as soon as you move to another home**. We will provide you with complete information on the Internet services available in your new home.

How much will it cost me to install and activate fibre optic service in my home?

All existing Tamaani clients will be automatically connected from their homes to the local fibre optic network in their community. Clients will have **until August 2016 to return their current modems and take advantage of free activation** of their fibre optic connection. Starting on September 2016, installation and activation charges for new connections to the local fibre optic network will be $75.

Does Tamaani offer technical support for its fibre optic service?

Yes. Tamaani's team of specialized fibre optic system installation and maintenance technicians and customer service representatives are available to deliver technical assistance. **You can reach us by telephone at 1-888-TAMAANI or by email at support@tamaani.ca.**

OUR SEASONED AND DEDICATED STAFF

As part of the Kativik Regional Government, Tamaani has been committed for more than 10 years to delivering reliable and adapted Internet services to Nunavimmiut at home and when travelling, and to regional organizations.

Tamaani's innovative approach is founded on a seasoned team focused on new technologies, awareness of the realities of Northern Québec and dedication to client satisfaction.

The leader in Internet service in Nunavik, Tamaani is proud to count on committed individuals in the region who share a common goal: to make the Internet an accessible tool that is responsive to client needs. Through the hard work and expertise of its staff, Tamaani is continually making meaningful technological advances and believes in the development of e-health and e-learning potential.

SENIOR MANAGEMENT

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Jean-François Dumoulin

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Obaid Omer

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