

We are working hard to protect the safety of our team, customers and maintain the services you rely on

As we continue to closely monitor the latest developments related to COVID-19, we want to emphasize our ongoing commitment to maintaining the safety of our employees, customers and partners while taking every possible measure to keep our network operational.

These are the steps we are taking to help keep everyone safe

- Our retail locations will remain closed to the public for the foreseeable future however, we are available by phone and email
 - Call 519-368-2000 or toll free 1-866-517-2000
 - Email our Support team tech@brucetelecom.com
 - Email our Customer Care team admin@brucetelecom.com
- In-home visits by our service technicians will be carefully considered on a case-by-case basis before they are scheduled. If the required safety criteria are not met, the visit will be postponed.
- We have depopulated all work locations by redeploying staff to work from home wherever possible to ensure continuity of service

How we are providing additional support to our valued customers

- We will continue to make requested changes to your services or add new services that can be activated remotely
- We will continue to provide unlimited internet streaming so you never have to worry about overage charges
- We will waive connection fees for internet and mobile phone services
- Our mobile service partner, Bell, has announced they will waive cellular data overage fees, roaming fees and provide 10 GB of extra data for Turbo Hub customers
- Together with our programming partners we are providing access to additional TV channels to help keep you and your family informed and entertained. Here is the full list of current [Free Previews](#)
- If you require new equipment such as a modem or TV set-top box, we will mail it to you
- We encourage you to sign up for e-billing through [SmartHub](#) to easily view and pay bills online and monitor our website and social media channels for updates

Please be assured that we will continue to follow all necessary precautions as recommended by health officials and remain fully committed to providing the high level of service you to expect from Bruce Telecom.

Sincerely,
Tom Sullivan, CEO