

To our Valued Customers

In light of the federal and provincial government's response to the unprecedented global COVID-19 pandemic, we want to keep you informed as to how we as a company are responding to this evolving situation.

Bruce Telecom remains open to assist our customers with the essential communication services vital to keeping us connected with work and loved ones while sequestered in our homes. During this time, our employees have been working tirelessly to ensure voice services, 9-1-1 services, Internet access as well as our television and mobile/cellular services are always on. In doing so, we have taken every precaution outlined by health experts and government officials and asked that our customers do the same.

Here is a summary of the actions we have taken to limit the spread of COVID-19 while meeting the demands of the essential service we deliver:

- Employees who are directed under health authority guidelines to remain home, are remaining at home. We have exercised flexibility for any employees who need to stay home if they or a family member is feeling unwell or if they need to make arrangements for child care. No employee is being forced to work.
- We have deployed all employees who can to work from home to ensure service continuity.
- Our retail locations remain closed to the public. We are available by phone and email to continue to make changes to your service or add new services that can be activated remotely. To do so,
  - Call 519-368-2000 or toll free 1-866-517-2000
  - Email our Support team [tech@brucetelecom.com](mailto:tech@brucetelecom.com)
  - Email our Customer Care team [admin@brucetelecom.com](mailto:admin@brucetelecom.com)
- In-home visits by our service technicians will be restricted to essential services, e.g., 9-1-1, Internet access following strict health and safety protocols for the protection of employees.

In addition, we are providing additional support as follows:

- Unlimited internet streaming so you never have to worry about overage charges
- Waived connection fees for Internet and mobile phone services
- We will waive cellular data overage fees, roaming fees
- Together with our programming partners, we are providing access to additional TV channels to help keep you and your family informed and entertained. Click [here](#) for a full list of current Free Previews
- If you require new equipment such as a modem or TV set-top box, it will be mailed to you and feel free to call us for assistance in walking you through the set up.

We encourage you to sign up for e-billing through SmartHub to easily view and pay bills online. Click [here](#) to sign up.

We recognize the disruption that this situation has caused in the lives of our employees and you, our valued customers. Bruce Telecom has been a part of this community's life for more than one hundred years connecting you with your family and friends and customers on an ongoing basis. As your trusted communications service provider, we are taking every step we can to ensure everyone's safety as we continue to meet the needs of our customers.

Thank you for your continued support and please feel free to email us if you have any questions at [info@brucetelecom.com](mailto:info@brucetelecom.com).

Sincerely,  
Tom Sullivan  
President & CEO

### **How to Stay Updated on the COVID-19 Outbreak**

Health Canada: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

Ontario Centre for Disease Control: <https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus>