

# Connecting our Community – now more than ever

Bruce Telecom is closely monitoring the COVID-19 situation and we have adapted our business to ensure the safety of our staff, our customers, and our community. Here is an update on how we have approached this situation:

## **Our Teams**

We are focused on maintaining our service levels to customers while ensuring the safety of our employees and customers. We have implemented the following measures:

- Employees have been moved to remote and alternate work locations to ensure safe distancing is being observed.
- We have introduced extra cleaning and disinfecting measures in our workplaces.
- Any employee who is unwell is being asked to stay at home, and any who are directed under health authority guidelines to remain at home are doing so.
- We are providing contactless delivery and pick-up of equipment.
- If a home visit is required, we ask appropriate screening questions and technicians have been supplied with sanitizing solution, gloves, and face masks. Direct contact with customers is not required.

## **Our Network**

As your local communications provider, we value the trust you have placed in us to keep you connected to the things that matter the most to you. Our network is fully redundant and we have increased our capacity to ensure our customer's experience does not change with surges in demand.

## **Our Customers**

As we all navigate this challenging situation together Bruce Telecom is here to support our customers in several ways:

- Unlimited internet with no overage charges or other measures that limit online activity.
- Together with our programming partners, we are providing many TV channels on free preview. Click [here](#) for a full list of current free previews.
- We are providing Free Wifi Outdoor Learning Centers in various locations throughout our serving territory. Currently we have locations at:
  - Coulter Parkette Port Elgin, 583 Green St
  - Victoria Park Kincardine, 310 Durham Market St N
  - Jubilee Park Southampton, 50 Victoria St S
  - Kinsman Pavilion Chesley, 129 4<sup>th</sup> Ave SE
  - Fall Fair Pavilion Paisley, 293 James St

## **Connect With Us**

Our stores remain closed at this time but we still here to help you with any of your needs. We encourage you to sign up for a Bruce Telecom Smarthub account, which allows you to easily view your bill, make payments, or request changes to your account. Click [here](#) to sign up.

If you have any questions, we are available by calling 519-368-2000 or toll free 1-866-517-2000. Our hours of operation are:

- Customer Care: Monday to Friday 9:00 am – 6:00 pm and Saturday 9:00 am – 5:00 pm

- Technical Support: Monday to Friday 8:00 am - 8:30 pm and weekends 9:00 am – 5:00 pm

You can also find answers to many Frequently Asked Questions in our Support Topics [here](#).

Thank you for allowing Bruce Telecom to be your trusted communications provider. We appreciate your continued support and will keep working hard to provide the level of service you have come to expect from us.

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>