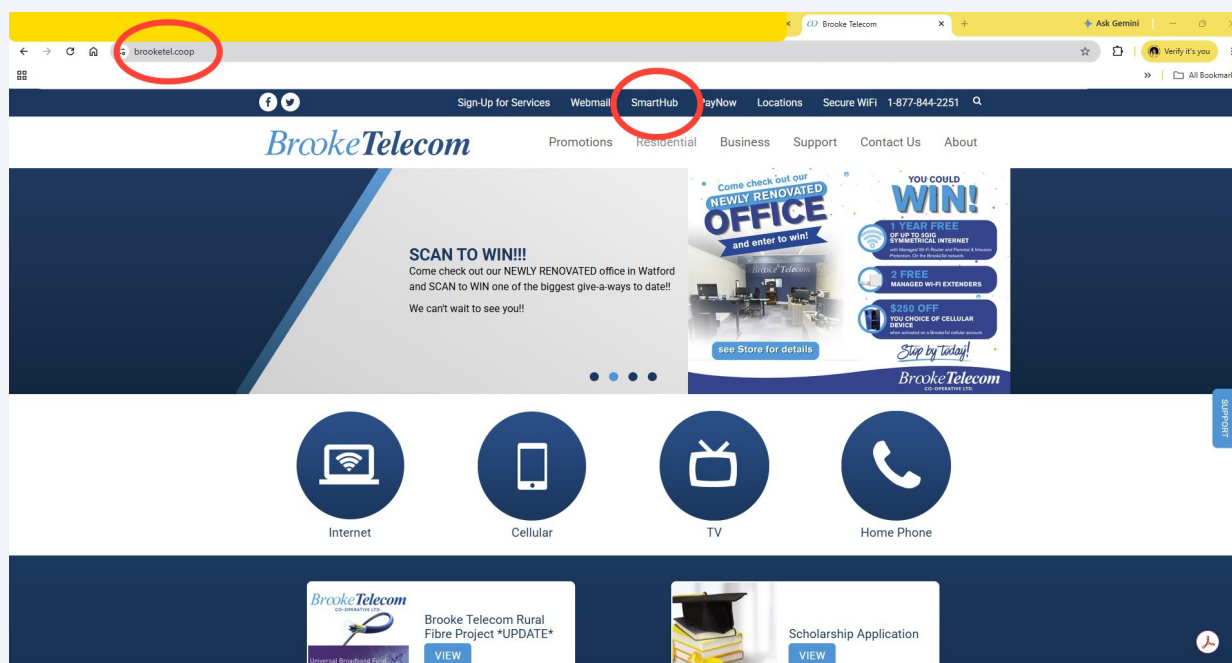


How to Enroll/Update Credit Card on Brooke Telecom Auto Pay Program (not from app)

These are the instructions when using a computer or tablet and NOT using the SmartHub app.

1 Go to www.brooketel.coop

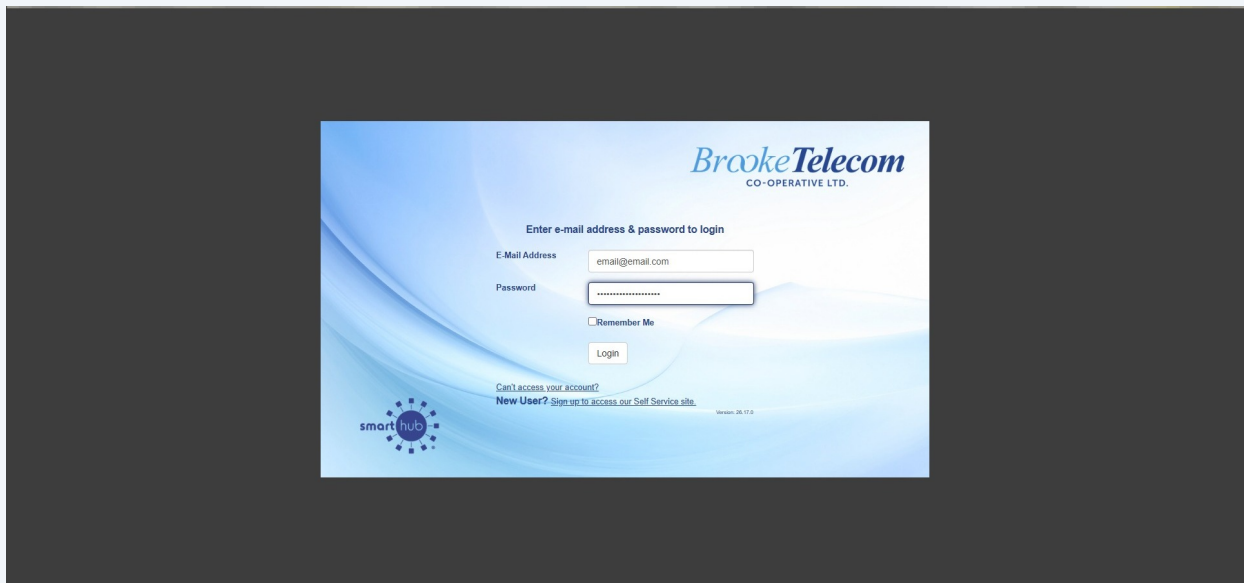
Click SmartHub at the top of the screen



2

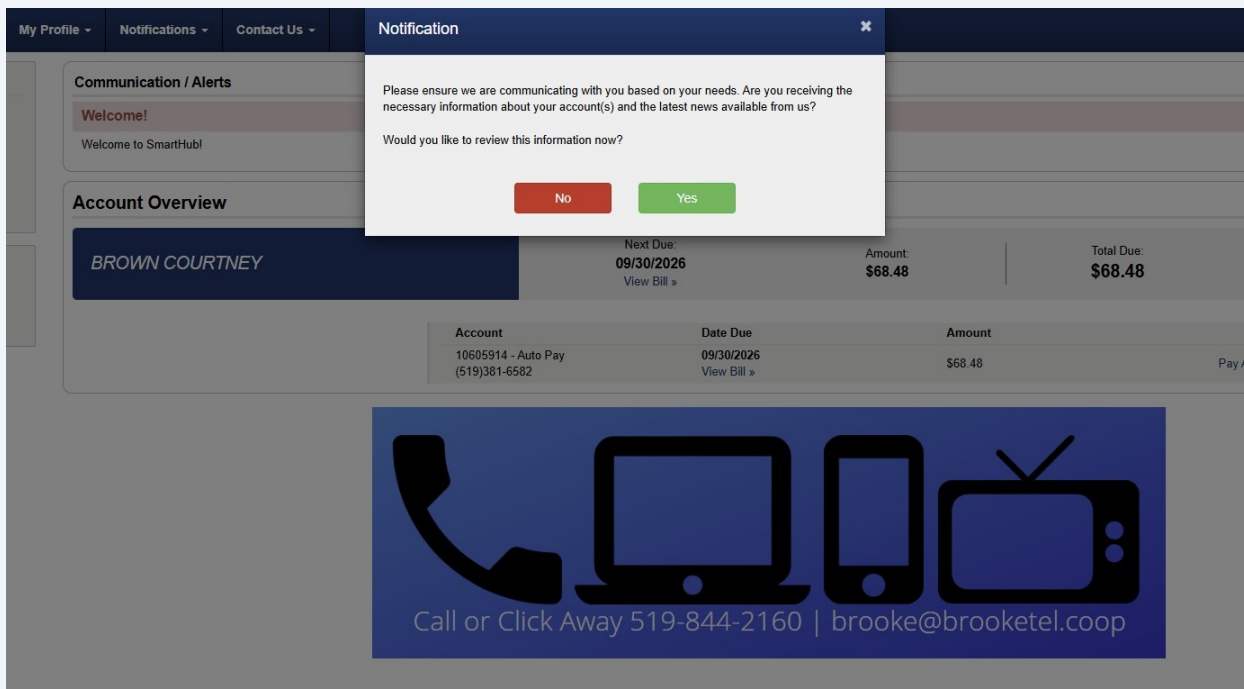
Enter the email and password you have registered SmartHub to. If you do not remember the password, contact the office and it can be reset.

This is the email address your bill comes to.



3

Follow the instructions



4 Click Billing & Payments

Click AutoPay Program

Brooke Telecom
connecting rural communities since 1911

Log Out | Help | Brooke Telecom Home | Report An Issue/Inquiry

Home | **Billing & Payments** | My Profile | Notifications | Contact Us | Have a Question? Get Help. »

Billing & Payments
Billing History
Payment History
Auto Pay Program

Select All Accounts With a Payment Amount Entered

Total amount may differ from your statement due to recent payments and/or adjustments.

Date Due: 09/30/2026
22 Days Left
Total Due: \$68.48
View Bill »

Make a Payment
\$ 68.48
Total Due
Other Amount

\$0.00 Pay Now »

Respect Quality Integrity

Call or Click Away 519-844-2160 | brooke@brooketel.coop

Billing & Payments | My Profile | Notifications | Contact Us

Call Us: 519-844-2160

Version: 26.17.2

5 Under [Actions] you can chose to Update, Cancel or Sign Up (not shown below).

Click the options you wish and then Click Accept to move forward.

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Log Out | Help | Brooke Telecom Home | Pay Now » | Report An Issue/Inquiry

Home | Billing & Payments | **My Profile** | Notifications | Contact Us | Have a Question? Get Help. »

Billing & Payments
Billing History
Payment History
Auto Pay Program

Respect Quality Integrity

Auto Pay Program
Enjoy the convenience of having your bill automatically paid each month from your bank account or card when you enroll in Auto Pay. With Auto Pay, you no longer have to worry about due dates or late fees since your payment is automatically deducted from your account each month.
Are you looking for stored accounts? If you would like to add or update your stored payment accounts, go to Manage My Stored Payment Accounts »

Accounts	Auto Pay Payment Account What's this?	Actions
	MasterCard (Ending in 8315)	Update or Cancel » Change Payment Method »

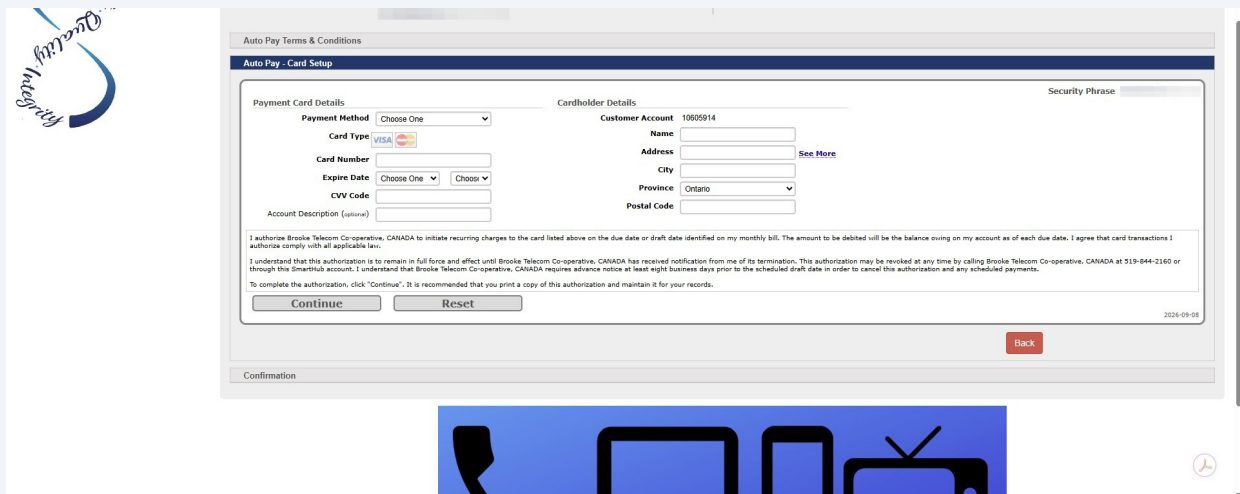
Auto Pay Terms & Conditions
I authorize Brooke Telecom the bank or credit card information provided to initiate various entries to my savings, chequing or credit card account on the 25th of each month. This authority will remain in effect until I notify the Brooke Telecom at least 4 working days prior to the 25th of each month.
You can stop payment by notifying your bank 3 days before your account is charge. You have up to 60 days following the issuance of your bank statement to dispute any amount of erroneous charges.
Once you have signed up for recurring payment, your bill will contain the following message "Credit Card-Do Not Pay" or "Pay By Bank- Do Not Pay"
DO NOT MAIL PAYMENT. The amount will be automatically deducted from your bank or charged to your credit card on the date shown.

Decline Accept

Auto Pay - Card Setup
Confirmation

6 Enter the Credit Card Details and Cardholder Details

Finally Click Continue.



The screenshot shows a web form titled "Auto Pay - Card Setup" with a "Security Phrase" field on the right. The form is divided into two main sections: "Payment Card Details" and "Cardholder Details".

Payment Card Details:

- Payment Method:** A dropdown menu with "Choose One" selected.
- Card Type:** A dropdown menu with "VISA" and "MasterCard" options.
- Card Number:** A text input field.
- Expire Date:** Two dropdown menus, each with "Choose One" selected.
- CVV Code:** A text input field.
- Account Description (optional):** A text input field.

Cardholder Details:

- Customer Account:** A text input field with "10605914" entered.
- Name:** A text input field.
- Address:** A text input field with a "See More" link to its right.
- City:** A text input field.
- Province:** A dropdown menu with "Ontario" selected.
- Postal Code:** A text input field.

Legal Text:

I authorize Broke Telecom Co-operative, CANADA to initiate recurring charges to the card listed above on the due date or draft date identified on my monthly bill. The amount to be debited will be the balance owing on my account as of each due date. I agree that card transactions I authorize comply with all applicable law.

I understand that this authorization is to remain in full force and effect until Broke Telecom Co-operative, CANADA has received notification from me of its termination. This authorization may be revoked at any time by calling Broke Telecom Co-operative, CANADA at 313-844-2160 or through this SmartHub account. I understand that Broke Telecom Co-operative, CANADA requires advance notice at least eight business days prior to the scheduled draft date in order to cancel this authorization and any scheduled payments.

To complete the authorization, click "Continue". It is recommended that you print a copy of this authorization and maintain it for your records.

Buttons: "Continue" and "Reset" buttons are located at the bottom left of the form. A "Back" button is located at the bottom right.

Footer: A "Confirmation" label is at the bottom left. A date "2025-09-08" is at the bottom right. Below the form, there is a blue banner with icons for a phone, a tablet, a smartphone, and a television.