



FALL IN
love
WITH SAVINGS

BETWEEN FEBRUARY 1 - 28

RECEIVE A *\$15* MONTHLY CREDIT
FOR 24 MONTHS WHEN YOU
ACTIVATE OR UPGRADE A NEW CELL PHONE
ON A \$75+ PLAN

RECEIVE A *\$10* MONTHLY CREDIT
FOR 24 MONTHS WHEN YOU
ACTIVATE A NEW CELL PHONE AS A 3RD OR
MORE LINE ON ACCOUNT

DON'T FORGET YOUR MEMBER DISCOUNT SAVES YOU EVEN MORE

TRUE FIBRE SYMMETRICAL INTERNET

- Our technical support team are unable to assist with troubleshooting on equipment from an outside provider. Therefore we recommend our Managed Wi-Fi equipment which is included with your internet service. This will ensure that you have the most up to date equipment for your True Fibre Experience.
- Using our free CommandIQ app will give you access to control your internet network, with features such as screen time limits, content blocking, and what device is connected to your network.

BROOKETEL TV

- If you're experiencing an "HDCP" (High-bandwidth Content Protection) error on your screen, simply press channel up and then channel down. To prevent this error, return to the home menu before turning off your TV. This error occurs when toggling between inputs, when the age of the TV does not support HDCP or it can even occur when a loose HDMI cable is detected.
- If your TV is connected to the internet, make sure that all software updates are current.
- If you are experiencing rapid battery drain on your BTV remote, contact the Tech Support team for a software update.

TIPS, TRICKS AND HELPFUL HINTS

CELLULAR SERVICE

- Make sure that you complete all software updates as they are delivered to your device. This will keep your phone running the most current software and prevent bugs.
- Make sure you are not leaving your phone charging for long periods of time once 100% battery level has been reached.
- Make sure that your backup setting is on. This will allow your content to be saved to the cloud and can help is your phone fails.
- Make sure that your storage capacity never reaches 100%. Having no available storage space can prevent your backup from saving to the cloud, which will then prevent your content from being saved.

**If unsure how to check your settings.

Go to > settings > search bar > enter search criteria**

BILLING

- Download the SmartHub app to access your monthly bill statement, to retrieve past statements, or to make payments and manage your Brooke Telecom account.
- To avoid late payments, when paying through your personal bank, allow 3-5 business days for the payment to post before the end of the month
- Set up EFT (electronic funds transfer) using your credit card on the SmartHub app or bring in a VOID Cheque to the office to have your payments automatically paid each month in time for the due date.
- Billing period for our services are:
Home Service > billed from 1st to 30th
Cellular Service > billed from 10th to 11th with a combined due to of the end of the month.

BrookeTel TV | FREE PREVIEWS

