

COVID-19 UPDATE

During the Provincial Stay-at-Home order Brooke Telecom would like to inform you of the current changes in our day-to-day operations

- ◆ All offices are **OPEN BY APPOINTMENT** for Essential Services, Call 519-844-2160
- ◆ **ONE CUSTOMER** in office at a time
- ◆ Masks and social distancing are required at **ALL TIMES**
- ◆ Restrictions on installations and repairs for CRITICAL premise work only, which will be determined on a case-by-case basis



CLOSED February 15 for FAMILY DAY!!



CH. 285 Smithsonian 02/01-04/04
CH. 325 BBC Earth 02/01-04/04
CH. 410 MovieTime 02/01-02/28

How To Pay Your Bill

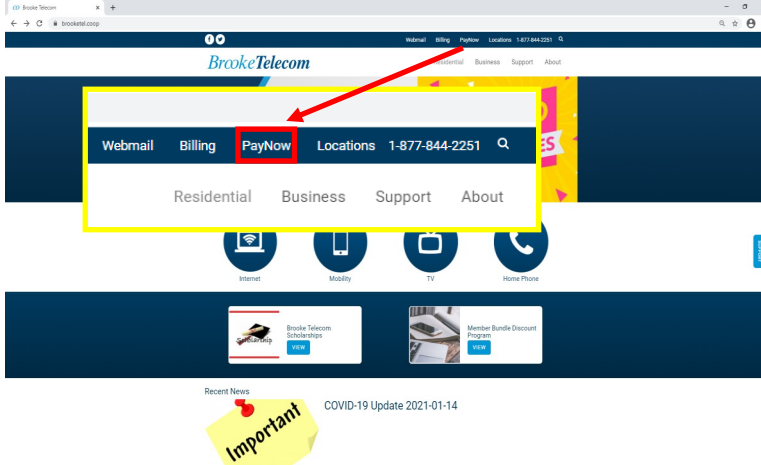
- Website(PayNow) **
- SmartHub **
- Banking Institution
- Over the phone
- By Canada Post
- Using Mail Slot at each office location
- Set up EFT (electronic fund transfer) **

**** PLEASE SEE REVERSE FOR INSTRUCTIONS ****





STOP THE SPREAD



How to Use PayNow

1. Go to www.brooketel.coop
2. In top right corner, click PayNow
3. You will need to enter your Account Number and Last Name
4. Follow the instructions to process your payment via Credit Card or VISA Debit

3241 Park St
Inwood, ON

5286 Nauvoo Rd
Watford, ON

4172 Petrolia Line
Petrolia, ON

WE

ARE

JUST

A CALL

OR

CLICK

AWAY

(519) 844-2160

Email

brooke@brooketel.coop

Website

www.brooketel.coop




The Centre of Customer Engagement

Brooke Telecom has a FREE App.
A convenient way for you to communicate with us, view your monthly bill and manage payments, all at the touch of a button!

Stay Connected

- Service Status**
- Bill & Pay**
- Contact Us**
- Paid** No balance due.

How to access SmartHub on your mobile device

1. Download SmartHub from your App Store/Play Store
2. Search for a provider by Name and enter Brooke Telecom
3. Select and confirm Brooke Telecom
4. Log in using your Brooke Telecom credentials or sign up for a new account.

How to access SmartHub online

1. Go to www.brooketel.coop
2. Click Billing (top menu bar)
3. Log in using your Brooke Telecom credentials or sign up for a new account

For more information, screen shots can be found on our website or call and speak to one of the office staff.

E-Billing

Sign up for E-Bill over the phone, online or through SmartHub app.
Receive your bill sooner
Cut back on paper

AND

Receive a \$1 credit each month.



EFT (Electronic Fund Transfer)

Provide a Pre-Authorized Withdrawal Form from your banking institute

or

the information off of any Credit Card

and your monthly bill payment will be withdrawn by end of day on the last business day of the month

