

NOVEMBER AND DECEMBER
2022

BrookeTelecom News

We are grateful for our member and customer patience while we continue to work through our SWIFT project. We understand the disappointment of the many delays that have been experienced throughout this project, but we remain committed to delivering high-quality fibre networks in rural areas for our members and the communities we service despite these setbacks.

The setbacks have been many including:

- Delays in third party locates across the entire construction industry (these are typically completed in 5 days and some have been delayed up to 5 months)
- Construction delays
- Workforce challenges given COVID-19 and an overall construction labor shortage
- Equipment and supply challenges given the overall supply chain issues in a post COVID environment

We remain committed to ensuring the main line cable installation is completed by years end and we continue to work with Ontario One Call to complete locates and Pickard construction to ensure customer service wires are installed as soon as possible. Unfortunately, at this time there is uncertainty as to when some of these will be completed due to locate delays and the onset of winter weather.

The SWIFT (Southwestern Integrated Fibre Technology) project was approved amid the Covid 19 pandemic, and we chose to move forward in our efforts to deliver high speed internet and the best customer experience possible, despite the looming challenges we knew we would face. We recognize we are not the only business that has faced these challenges, but we take these challenges personally as we know they impact our members (and future members) and loyal longtime customers. We are focused and determined to rise above all these challenges and endeavor to complete all the work and installations associated with the SWIFT project by summer 2023.

We continue to be excited about the future of Brooke Telecom as your cooperative, partnering with you, our members. Initiatives like this SWIFT project help us fulfill our vision of connecting the areas we serve with high quality reliable fibre communication services for all members of the Brooke Telecom family.

Thankful for your partnership,



Geoff Greening.



Newsletter Highlights

Office Closures
and
Holiday Hours

SALE
SALE
SALE

Community
Events

Give-Aways

See Reverse
For Full Details

CELLULAR INVENTORY FLASH SALE NOVEMBER 01-30

50% OFF SELECT CELLULAR ACCESSORIES
50% OFF SELECT CELLULAR CABLES AND CHARGERS
SELECT CELLULAR ACCESSORIES MARKED TO SELL



FROM DECEMBER 01 TO 31

ANY NEW ACTIVATION OR
PORT IN ON A 2 YR
CONTRACT WITH A PLAN
OVER \$75
WILL RECEIVE A FREE GIFT
AND \$150 CREDIT

ANY NEW 2 YR CONTRACT
WITH A PLAN OVER \$75 ON
AN UPGRADE WILL RECEIVE A
FREE GIFT

DON'T FORGET TO CHECK OUT WATFORD AND
PETROLIA FOR IN STORE CHRISTMAS SPECIALS
ALL MONTH LONG!



CHRISTMAS PARADE CIRCUIT
COME AND JOIN US SPREAD SOME
HOLIDAY CHEER

DECEMBER 3 @ 10 AM WATFORD
@ 2 PM PETROLIA
DECEMBER 10 @ 6 PM ALVINSTON

ALL OFFICE
CLOSED
NOVEMBER 11



2022 CHRISTMAS FOR EVERYONE

BROOKE TELECOM WILL MATCH
EVERY FOOD DONATION DROPPED
OFF AT ANY OUR LOCATIONS ON
OR BEFORE DECEMBER 8TH

DECEMBER 8
WATFORD OFFICE
5:30 PM-8 PM

POP IN AND START YOUR
CHRISTMAS SHOPPING AND \$AVE!
ENTER TO WIN A DOOR PRIZE



FOLLOW US ON FACEBOOK TO
TO LEARN HOW YOU CAN GET
TICKETS TO SEE THE BEES
ON BROOKE TELECOM

OFFICE HOURS

DECEMBER 23: 8 AM - 12 PM INWOOD
9 AM - 12:30 PM WATFORD AND PETROLIA
DECEMBER 26: ALL OFFICES CLOSED
DECEMBER 27: ALL OFFICES CLOSED
DECEMBER 30: 8 AM - 12 PM INWOOD
9 AM - 12:30 PM WATFORD AND PETROLIA
JANUARY 02: ALL OFFICES WILL BE CLOSED

TECH SUPPORT HOURS 519-844-2160 OPT 1

DECEMBER 23: 8 AM - 12 PM
DECEMBER 26: 9 AM - 12 PM
DECEMBER 27: 9 AM - 5 PM
DECEMBER 30: 8 AM - 12 PM
JANUARY 02: 9 AM - 5 PM

Holiday
Hours
FOR
OFFICE
AND
TECH SUPPORT