

COVID-19
Information and Updates



When Brooke Telecom reopens on December 29, 2020, new protocols will be in place as required by the Ontario Legislated Lockdown of Southern Ontario.

The following protocols will be in place.

1. All stores will remain open BUT the entrances will be locked to walk-in customers. Access to any Brooke Telecom office will be by Appointment ONLY. We will do our best to schedule to avoid overlapping appointments.
2. Access to a Brooke Telecom office will be limited to 1 person in the store.
3. Payments can be made online through SmartHub, through your Banking Institution, over the phone with a CSR, or deposited through the Mail Slot available at each office.
4. Installations will be handled on a case-by-case basis to limit exposure of staff.
5. Repairs will be handled on a case-by-case basis to limit exposure of staff.

Mask and Social Distance Rules will apply at all locations during a scheduled appointment.