

When the Power Goes Out

EVERY service Hay Communications provides over fibre depends on our devices and yours, having POWER – TV's, set-top boxes, wireless routers, laptops & telephones. We also live in an area that has a lot of storms and frequent service outages for multiple and sometimes unknown reasons.



When there is a power outage and it takes out your internet, TV and the ability to make a call, you feel like you're in the stone ages. And if it's long enough, even the ability to charge your cell phone isn't available. What if you really like, or need, to keep your communication services working? What will you do in an emergency?

One piece of equipment that continues to work during an outage is the ONT (Optical Network Terminal). It is the box where the fibre comes into your house. It provides the signal for telephone, television and internet connections. The ONT will have power for up to 8 hours using the battery back-up supplied when we installed the fibre.

The ONT is programmed to keep telephone and internet signals active in an outage. And if you have a generator as back-up power to the ONT you will have a TV signal available as well.

In the old days copper lines supplied both dial-tone AND power. Unfortunately fibre cannot conduct

electricity like copper and the only way to continue to make phone calls AFTER the battery back-up dies is to have your own power source for the ONT. If you have telephone service, it is also a good idea to keep a basic telephone, that doesn't rely on power, to plug into a phone jack for those emergencies.

Did you know that ALL our main equipment has large back-up generators? We continue to supply signals to your home during an outage, even for days.

How do you connect OUR service to YOUR devices? You obviously need your own power source to supply your TV, computer or wireless router. But what about when the battery that supplies the ONT runs out? Well you can plug that into your additional back-up power source too! Just look for the power cord coming out of the battery back-up and plug it into a live outlet being supplied by the generator or inverter. Voila, you have connectivity.

While the generator is a well known source of emergency power, *cont'd page 2*

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- TV Free for a Month
- Summer Sizzle Cell Deal for Students



Back to School Summer Sizzling Cell Deal

iPhone 7 and Galaxy S8
Handset Special

\$50 credit toward any device

Screen protector AND an
EXTRA charging cable

with every new 2 yr term
see the back for details

FIRST MONTH of TV ON US

NEW subscribers to Hay Television will receive a credit back for their first month of Essentials, Select or Complete TV. Savings up to \$60!

PLUS Free SERVICE Installation AND Free Installation of the first SET-TOP BOX. Another Savings of \$60!

**July & August Only
up to
\$120 in Savings***

When the Power Goes Out *cont'd* there are other options available. Solar generators may eventually be priced more affordably and store enough power but there is a less expensive option - a power pack. A power pack is nothing more than a large battery coupled with a built-in inverter that turns DC voltage into AC electricity that your household devices can use. Often there are outlets and handy USB ports included as well.

You can plug the ONT battery back-up into a power pack to keep your connectivity. While this back-up option may not power your fridge and television, it will be a great thing to have around when the power is out for days and you want to charge your cell phone or make an emergency phone call.

Being aware of your options and preparing for when the power goes out may mean staying connected. Go look at your fibre ONT and see where the battery back-up is plugged into an outlet. Get an additional back-up power source if you really don't like going back to the stone ages. Our connection is there, if you want it.

Back to School Summer Sizzling Cell Deal



\$50 Handsets¹

iPhone 7 32 GB | Samsung S8 64 GB

Perfect high-end starter devices for the student so they are happy AND a minimal 2 yr monthly rate to keep you happy.

Yes, you can apply the handset credit too!

See more devices at \$50. Go to www.hay.net/cellular

\$50 Credit toward ANY device¹

We carry all the LATEST handsets from Apple, Samsung, LG, Google, Huawei & more.

You may not be thinking about school because it's too hot outside.

But maybe you **SHOULD** be thinking about our back to school **Sizzling Cell Deal!**

When you add a new 2 yr term, with a minimum \$75 /mo. plan¹ before the end of September, you'll start off the school year with **ALL** these **SIZZLING** deals just as **HOT** as this **SUMMER** has been!

PLUS Get a **Screen Protector**
AND an **EXTRA Charging Cable**

What student doesn't **NEED** these?²

¹ To get the \$50 one-time cost for these devices, the \$50 credit and the screen protector and charging cable you must activate a new device with a monthly minimum of \$75. Can be a monthly rate plan or a combination of a rate plan and a data add-on to an existing account. \$50 credit is in the form of a bill credit. iPhone 7 32GB, regular retail \$756, Samsung S8 64 GB, regular retail \$849.99 - plus taxes. ²Screen protectors are not available for all devices.

***First Month of TV FREE** is in the form of a bill credit (less bundling discount). Save \$120 when you subscribe to Complete TV includes package rebate, admin fees and installation fees, \$100 when you take Select TV and \$85 when you take Essentials TV. Customer must not have been a TV subscriber in the last six months. Minimum service requirement of six months. Regular installation charges will apply to new premise service hook-up and second and additional set-top boxes. All prices are monthly, taxes are extra.