



November 1st, 2021

To: All Residential Telephone Customers

NOTICE: This is to inform you that LONG DISTANCE is being REMOVED as an eligible service from our Flexible Bundling Program. Your long distance calls will continue to be billed at the bundled rate of \$0.03 per minute.

Over the next several months we will be adjusting accounts to reflect this change. You may notice a decrease in the percentage of discount on your statement.

Hay Bundling System is not like other large telecom providers. Discounts are not a temporary reduction after activation, but an ongoing monthly discount based on the number of services you have and how much you spend on those services each month.

We still offer great savings when you bundle Hay Internet, Television, Mobile & Security. A 15% savings off service charges each month when you have all 4 services, 11% for 3 services, and 7% when you subscribe to 2 eligible services. There are very few items we do not discount such as equipment rental or purchase and some TV channels.

To help you understand our system, we created an easy-to-use BUNDLING CALCULATOR on our website, www.hay.net/bundling. You can check off the services you have and see what you could SAVE by adding an additional eligible service.

To review your current services and bundling, call the office and a Customer Service Representative would be happy to go over your account. 519-236-4333.

Thank you for supporting your local telco.

Brian DePaepe, Business Manager
Hay Communications Co-operative Limited