LINK-UP NEWSLETTER

hay communications
co-operative limited

AGM Annual General Meeting

Join us for our **VIRTUAL** Annual Meeting & Election of Directors

Annual Members Meeting
Wednesday April 13th
Meeting - 7:30 p.m.

Watch for details on the Annual General Meeting
www.hay.net/AGM

Voting Registration link is available

Check Out Our NEW Office Location in GRAND BEND

30 Ontario St., N

Regular Office Hours
Monday to Friday
9:00 a.m. - 4:30 p.m.

Internet 400

$85/mo.

400 Mbps Download x 400 Mbps Upload*

- Unlimited Usage
- Standard WIFI
- FREE Installation

Call today to increase your speed

*Where facilities exist. Speeds are up to 400 Mbps download x 400 Mbps upload on a fibre connection, up to 400 Mbps download x 20 Mbps upload on coax. Internet speeds are dependant on computer set-up and inside wiring.

REBOOT Reboot Everything

Coming Back to the Cottage after a long covid break or just after 6 months

Easiest Method

1. Unplug all connected electronics: modem, router, set-top boxes, streaming TV devices, Wi-Fi access points.
2. Plug in the MODEM only and wait five minutes. Next plug in the ROUTER (may be built into the modem). Allow several minutes for the router to make a connection to the internet. You can check the connection is made with your mobile device.
3. Plug in your other devices. Each will then connect to the router after a few minutes. If you don't wait for the modem to connect FIRST, and the router SECOND, you will have to reboot the devices again.

Alternatively you can reboot your modem, let it connect and then reboot each device.

A reboot allows connected equipment a chance to upgrade software and gives a clean connection to the internet. Now you can have a seamless return to your streaming, browsing and gaming. Let summer begin!

Open a ticket with the Smart Hub app if you have further problems and the Support team will get back to you.
See back for support service details.

MOBILE PROMO

You Deserve Some Credit

We give credit where credit is due

Bring Your Mobile Number to Hay

GET $100 if you activate on a 2 year term

GET $50 if you Bring Your Own Device

Plus we'll BUNDLE it with your OTHER Hay services for

Monthly Rewards

SAVE 7% on BOTH Mobile AND ONE other eligible Hay service

SAVE 11% on Mobile and TWO other eligible Hay services

SAVE 15% on 4 services - Mobile AND THREE other eligible Hay services

Learn more about bundling
www.hay.net/bundling

Credits will be applied on the second billing statement. If you cancel before the end of the second billing month, the credit will be removed. Eligible services for bundling are Internet, Mobile, Television & Security. Bundling discounts do not apply to device purchase or rentals, prepaid accounts and some TV channels. Credit offer available in April & May, 2022.

Clip and Keep

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SUPPORT

www.hay.net/support

Regular Support Hours

Monday to Friday 8:30 a.m. to 10:00 p.m.
Saturday 9:00 a.m. to 5:00 p.m.
Sunday 9:00 a.m. to 5:00 p.m.

Holiday Support hours are posted on our support web page.

When a Reboot Doesn't Work

1. Check out service FAQs on the support page
2. Create a trouble ticket with our technical support staff:
   - Using the SmartHub App or through www.hay.net/account
   - By Phone: 519-236-4500
   - By Email: assist@hay.net
   - Through the support web page trouble report form

Hay Communications – Zurich: 72863 Blind Line, 519-236-4333 • Exeter: 168 Thames Rd., W, 519-235-3369 • Grand Bend: 30 Ontario St., N, 519-238-8333