

## **COVID-19 Update**

### **Our commitment to you**

Ensuring the health and safety of our customers, partners and employees is our top priority. We would like to share our commitment to continuing to serve Canadians and the steps we are taking to support our community during this difficult time.

### **Connecting Canadians to the people and things that matter most:**

We know that staying in touch with friends and family, across the country and across the world, is especially critical at this time. Beginning March 16 until June 30, we will ensure accounts will not be suspended or disconnected for any customers experiencing financial difficulties. In addition, we will support our customers facing financial uncertainty because of COVID-19 with more flexible payment options. To help you stay connected, Source Cable will be waiving fees as outlined below. These changes have been automatically applied and customers are not required to take any action



### **Residential services**

Waving long distance charges for Source home phone consumers for calls to anywhere in Canada starting March 16.

Source Cable customers will have free access to some of our popular channels automatically, starting March 16. For a list of channels included, please visit the [Free Previews Channel page](#).



<b>Monitoring our networks</b>	<b>Extra sanitation measures</b>	<b>Safe, contactless delivery</b>
<p>We know you rely on our services and networks, and keeping you connected is critical now more than ever. We are actively monitoring our network performance and are ready to manage capacity quickly if we see greater consumer demand.</p>	<p>We are following the recommendations of public-health authorities, including enhanced sanitization measures and strict health and safety protocols. Our field technicians are equipped with safety kits and will be wearing protective gloves to complete our self install equipment delivery. This means customers can complete their installation in a way that is safe and contactless.</p>	<p>We're encouraging customers to schedule appointments while offering safe, contactless home delivery and easy installation for Ignite TV and Internet services.</p> <p>Our technicians are still not permitted to go into customers home but are still able to assist our customers remotely.</p>