

Contact Information

Want to add on another service?

Email us at sales@truespeed.ca

Something not working properly?

Email us at support@truespeed.ca

Have a question about your bill?

Email us at billing@truespeed.ca

Want to check your overages?

Email us at overages@truespeed.ca

Have a question but not sure who to contact?

Email us at info@truespeed.ca

Technical Support

Live technical support hours are 8AM to 7PM Monday to Friday and 10AM to 2PM on Saturdays. We monitor for major outages 24/7/365.

Call us at (613) 865-7733 extension 4 to speak to a technical support specialist or e-mail support@truespeed.ca. In the event that you are given the option to leave a phone message, please ensure you provide the account holder's name, best number to reach you and a brief description of your issue(s).

A member of the support team will get back to you during regular support hours.

Stay Connected with Social Media



/TruespeedInternetService



@TruespeedCanada



@TruespeedInternet

TRUE SPEED
INTERNET SERVICES
www.truespeed.ca

TRUE SPEED
INTERNET SERVICES
We Are **CONNECTED!**

Welcome Package

Important Reminders,
Contact Information &
Info for New Customers



Please read this document before connecting your new account with us. Important information contained within.

491 Stewart Blvd, Unit 4
Brockville, ON
K6V 7E8

Call (613) 865-7733

Important Reminders About Your New Services

Cancelling your old Internet service

Don't forget to cancel your existing internet 24 to 48 hours after you are installed and your new services are up and working.

Telephone Porting Process

If we are porting your number, please **DO NOT** cancel your phone; we do it for you!

Connecting your equipment

With Cable and DSL internet installs, we are mandated by the CRTC to use the incumbent's agents for service activation. Your installation technician is not obligated to physically connect your equipment to your new service. As soon as the agent leaves, plug in your modem and wait up to 5 minutes. If you have a separate router, plug it in next, along with any other equipment such as a telephone ATA. Within 5 more minutes, your service should be connected!

Billing

You will receive a bill monthly from your installation date that is considered now due. If you receive a late notice after missing a payment, we are forced to suspend accounts within 15 days of that notice. Reinstating a suspended account is subject to a \$25 fee.

New Service

Typically, there is preexisting wiring that runs into your home that we can provide service over. In the rare event that our agents have to install a new line into your home there are occasions that the line connecting your home to the pole will be left on the ground, proper permits will be attained and a burial crew can be dispatched to your region. Burial season is from April to November and typical wait times within that period are 8-12 weeks. Burials are scheduled on a first come, first served basis and are unfortunately not able to be expedited.

Store Hours

Monday to Friday: 8:30am to 5pm

Saturday: 10am to 2pm

Refer-A-Friend Program



If you didn't already know, you are welcome to take advantage of our referral program. For any friend, neighbor or family member you send to us that signs up for an internet service we'll give you a \$25 credit on your account. While a new account can only be referred by one existing customer, there is no maximum number on this offer! So feel free to refer as many people as you'd like and we'll give you \$25 each & every time!

Referral credit may not be redeemed for cash.

Payment Options

There are plenty of ways to pay for your service(s) monthly.

- Pre-Authorized Debit
- Pre-Authorized Credit Card

- Send an e-transfer to billing@truespeed.ca with the password "internet"

We are now able to take online payments from the following banks (with more to come!):

- TD Canada Trust
- BMO—Bank of Montreal

New accounts that opt to choose our rental option must choose pre-authorized payments via credit or debit only.

Paperless Billing

Don't miss a payment. We'll send you an email each month when your invoice is ready.



Go Green! Save some paper and maybe a few trees.

Rather have your bill mailed? You can elect to have your statements mailed out on a monthly basis for a \$2 per statement charge.