

# PUBLIC ADVISORY

## TEMPORARY CHANGES TO OPERATION

We wish to advise the public that due to the limited State of Emergency currently in force, we have made adjustments to our operations in order to ensure adequate business continuity.

### **Outage Management**

For area outages occurring after 6:00pm, every effort will be made to acquire the necessary permission to ensure seamless restoration. In the event that no permission is granted, we will begin the restoration process after 6:00am the following morning.

### **Customer Service**

#### ***Retail Centres***

There will be no change to our Retail Centre operations, the schedule will remain as follows:

- Monday to Friday – 9:00am to 5:00pm
- Saturday – 9:00am to 1:00pm

#### ***Customer Care Call Centre***

Our Call Centre will close at 6:30pm instead of the usual 8:00pm, but will open at 7:00am in order to facilitate customers. The schedule will be as follows:

- Monday to Sunday - 7:00am to 6:30pm

#### ***Technical Assistance***

There will be no change to the hours of operation for those customers requiring technical assistance for broadband and voice (both residential and business customers). We will continue to operate a 24 hour centre from Monday to Sunday.

We thank you for your understanding and cooperation.