

<First Name> <Last Name>
<Address>
<City> <Prov> <Postal Code>

May 31, 2019

Dear <First Name>,

Please Read: **IMPORTANT Announcement from Bruce Telecom**

Currently your Bruce Telecom services are provided using leased loop infrastructure from Bell Canada. The Canadian Radio-television and Telecommunication Commission (CRTC) Decision 2018-200 has unregulated this service and Bell has announced that effective June 1, 2019, the cost for this service will increase over 100%.

What does this mean to you, our customer?

As a result of the CRTC decision and Bell's subsequent rate increase, we regret to inform you that a \$20 wholesale loop charge will be added to your monthly Bruce Telecom bill, beginning in July 2019.

Providing the highest quality products and services at the best possible rates is extremely important to us. We would like to help you save money by bundling your home phone and Internet services. Please call us at 1-866-517-2000 to explore the possibility of bundling with Bruce Telecom.

It is truly a pleasure to serve you and everyone at Bruce Telecom would like to thank you for your continued support as we navigate these changes. For more information on the decision, please visit:

brucetelecom.com/BellLoopIncrease

Sincerely,



Tom Sullivan, President and CEO Bruce Telecom