

January 26th, 2017

MAY JAMES
PO BOX 485,
HENSALL, ON N0M 1X0

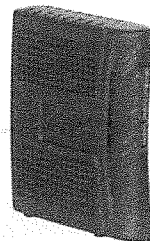
IMPORTANT Notice: Regarding a new modem for faster internet speeds in your home

We have increased the speed of your internet package from 10 MB download to 20 MB and also increased the upload speed to 2 MB. However, you require updated equipment in order to achieve these speeds.

The internet modem you currently use cannot support the higher speeds available in your package.

Technology changes constantly. In order to offer the best possible service to our customers, once in a while we need to upgrade the equipment in the home.

Once your old modem is replaced, you will immediately benefit from faster internet searches, quicker cloud syncing, content streaming and everything else that connects to the internet. This image is what your outdated modem looks like, however it may be a different colour.



There is no cost to switch to the new modem and we will continue to provide a modem without a monthly fee. If you want to take advantage of the faster internet speeds call one of our two offices listed below and make arrangements for a technician to make the switch.

Note that you do not have to change your equipment if you are happy with your internet speeds.

If we do not hear from you, your internet will continue to work as it is now. If you change your mind at a later date, we can then upgrade your equipment.

We have also created a new faster internet package you may be interested in: Power 50 level has 50 MB download by 5 MB upload speeds for \$75/mo. A faster speed may better accommodate your home or business usage.

Email me at kraig@hay.net or call the Zurich office at 519-236-4333 to set-up an appointment
Business hours are Monday to Friday 9:00 a.m. – 4:30 p.m.

Sincerely,



Kraig Gingerich

January 26th, 2017

BURCHELL ROBERT
38 LANGDON DR,
CAMBRIDGE, ON N3H 4R8

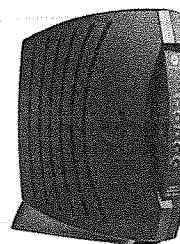
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If you want to take advantage of the faster internet speeds, it is a simple process:

1. Drop in to one of our two office locations and mention this letter. You will be provided with a new modem. Please bring in your old modem for proper disposal.
2. Once home, attach the coax and network cables to the unit, plug in the power.
3. Allow 15 minutes for the modem to download software and become functional. Reboot any device that does not automatically connect to the internet.

There is no cost to switch to the new modem and we will continue to provide a modem without a monthly fee. You should not have any issues reconnecting to the internet following these steps. If you do, please call 519-236-4500 or email assist@hay.net for technical support.

Note that you do not have to change your equipment if you are happy with your internet speeds.

If we do not hear from you, your internet will continue to work as it is now. If you change your mind at a later date, we can then upgrade your equipment.

We have also created another - faster internet package you may be interested in: Power 50 level has 50 MB download by 5 MB upload speeds for \$75/mo. A faster speed may better accommodate your home or business usage.

Come in to the Exeter or Zurich offices to take advantage of faster speeds.
Business hours are Monday to Friday 9:00 a.m. – 4:30 p.m. Exeter office is open Saturday, 9 to noon
Exeter – 168 Thames Rd., W: 519-235-3369 OR Zurich – 72863 Blind Line: 519-236-4333

Sincerely,



Kraig Gingerich