



Welcome to Truespeed

What to expect in your first weeks, and who to contact

YOUR FIRST DAYS

1

Connect your equipment

Once the installer leaves, plug in your modem and wait 5 minutes, then your router and any phone adapter. You'll be online in 5 more minutes.

2

Cancel your old internet

Cancel your old provider the moment you confirm your new Truespeed internet is fully working.

3

Keep your phone number

If we are moving your number to Truespeed, do NOT cancel your old phone line. We do it for you (5 to 10 business days).

4

Get your online account

At truespeed.ca/help choose "First time? Get a password link" to follow your support requests online.

Your installation

For cable and DSL, CRTC rules have the network owner's technician activate your line. They don't have to connect your equipment, so do step 1 once they leave.

If a new line is needed: we usually use the wiring already in your home. If a new line to the pole is installed, it may be left on the ground until a burial crew comes. We handle the permits. Burial season runs April to November, the usual wait is 8 to 12 weeks, and crews work first come, first served, so we can't rush it.

Your bill

- Billed monthly, in advance, from your installation date. Bills come by email; paper bills are \$3 a month.
- Unpaid 30 days or more may mean suspension; reconnecting costs \$25, a returned payment \$55.

Ways to pay

- **Pre-authorized debit, or Visa or Mastercard.** Rentals: pre-authorized debit or credit card only.
- **Interac e-Transfer** to billing@truespeed.ca. A billing rep gives you the password; we never print it.
- **Online banking** bill payment with your Truespeed account number: BMO, CIBC, Kawartha Credit Union, Manulife Bank, PC Financial, RBC, Scotiabank, Tangerine or TD.

No caps, no surprises

Truespeed never caps or slows your data, most plans have no contract, and you can change your plan at any time by calling or emailing sales.

Refer a friend: you both get \$25

When a friend, neighbour or family member joins Truespeed, have them mention your name or account number. You each get a \$25 credit on their 3-month anniversary. Details: truespeed.ca/refer-a-friend.

When something isn't working

- 1 Restart your modem: unplug its power from the wall for 30 seconds, then plug it back in. Leave network cables connected.
- 2 Check current outages at truespeed.ca/current-outages.
- 3 Call support, option 4. If you leave a message, give the account holder's name, the best number to reach you and what is wrong. We call back during support hours.

Stay connected

Facebook: [TrueSpeedInternetService](https://www.facebook.com/TrueSpeedInternetService) · Instagram: [@truespeedinternet](https://www.instagram.com/truespeedinternet) · X: [@TruespeedCanada](https://twitter.com/TruespeedCanada)

Who to contact

Support hours: Mon to Fri 8:30 am to 5:00 pm, Sat 10:00 am to 2:00 pm

Technical support
(613) 865-7733, option 4
support@truespeed.ca

Sales and new services
(613) 865-7733, option 1
websales@truespeed.ca

Billing
billing@truespeed.ca
Toll-free: (844) 716-7733

803 Chelsea Street, Suite 1, Brockville, ON K6V 5T4

After hours? Submit a ticket: support@truespeed.ca