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CochraneTel – COVID-19 Response

Valued CochraneTel Customers:

At CochraneTel we are committed to the health and safety of our employees and customers. We are closely monitoring the COVID-19 outbreak and are putting measures in place to help protect our staff and the community we serve.

We have made the decision to close our office as of Monday, March 23rd to keep our customers and employees safe. However, we are here to continue to serve you via phone, email, and social media. Our office will remain closed until local health authorities determine increased social interactions are safe to resume.

With respect to our Technicians going to your home or business, we have discontinued installs or in-home visits except for emergency services. We will continue to support our core network and any connections outside your home. Our Help Desk remains open to assist you over the telephone.

Questions You May Have:

IF YOUR OFFICE IS CLOSED, HOW WILL I BE ABLE TO PAY MY BILL?

CochraneTel makes it easy to manage your payments with the following options available to you:

- Pay online through your bank
- Visit [SmartHub](#) from our website
- Make payments at your bank
- Contact our Customer Care Team to pay with your credit card.
- Drop cheques into our outside mailbox

WILL I STILL GET MY INVOICE MAILED TO ME?

We will continue to mail invoices however we strongly recommend switching to an electronic invoice. That eliminates any risk associated with the handling of a paper invoice throughout the mailing process and ensures you receive your invoice should there be a future postal disruption.

To sign up for paperless e-bills please e-mail us at customercare@cochranetel.ca or call us at (705) 272-4232

For more information on COVID-19: <https://www.who.int/health-topics/coronavirus>

Thank you for your understanding and compliance with our preventative measures.

Team CochraneTel

