



Subject: Exciting Update about Yak

We trust that you have been enjoying your Yak service. We have an exciting update to share with our customers. Yak joined the Distributel family of brands in late 2016, as announced in a Press Release, see the link: [In the News | Distributel](#).

We are now ready to officially transition our Yak customers to Distributel Customer Care. This is terrific news for Yak customers, as Distributel has over 30 years of experience and the team is ready and able to continue to support and improve services.

We are looking forward to continuing to expand, improve and enhance services as a Distributel brand and are certain that our current customers will appreciate the service and care from the Distributel team.

We have kept the existing dedicated phone number for existing Yak customers should you have questions or wish to explore other Distributel services, such as TV.

To learn more about our services, please visit distributel.ca or contact our Customer Care Team at 1-877-925-4925.

Below please find a set of Questions and Answers to help our Yak customers understand the impact, which to the ongoing service will be nothing but positive. We appreciate your business and look forward to bringing you more news in the coming weeks and months.

Best regards,

Your Customer Care Team

www.distributel.ca

Yak Communications**Toronto**

801-3300 Bloor St., W.,
Toronto, ON M8X 2X2

Mailing Address

PO Box 71055 Laurier West PO
Ottawa, ON K2P 2L9

Yak FAQ

1) Now that Yak is part of Distributel does anything change with my service?

A: No. Distributel is happy to maintain the same service and plans that you enjoy today.

2) Q: Does my billing date change?

A: Not right away. Current billing dates remain the same, but will be changed in the future to align with Distributel billing cycles, but we will provide at least 30 days of notice before making any change to billing dates.

3) Q: Is the cost of my service going up?

A: No. Customers will not experience any immediate changes in prices

4) Q: Who should I contact if I'm having issues with my service or billing?

A: Please contact Customer Care at the existing number for customers who signed up with Yak directly: 1-877-925-4925 Monday to Friday between 9:00 am and 9:00 pm or Saturdays between 9:00 am and 5:00 pm.

5) Q: Are there any cost savings if I sign up for more services?

A: Distributel offers great Internet, phone and TV bundle savings. Please visit www.distributel.ca or call the Yak Care number at 1-877-925-4925 to learn more about our bundle options.

6) Q: Can I add new services such as TV to my existing account?

A: Please note that if you add or change services, we will need to cancel your existing Yak account and open a Distributel account to ensure that you do not run into support issues.

7) Q: What is Distributel?

A: Distributel has over 30 years of experience providing telecommunications services to Canadians and are proud to be able to extend our broad range of services to our newly expanded Yak community.

8) Q: Is the MyAccount customer portal going to remain active?

A: Yes, the current MyAccount portal will remain active on the www.yak.ca web site, although other services will no longer be featured there.

9) Q: What will happen to the Yak Web site?

A: The Yak site will become a simplified web site with links to the Distributel site, but customers will no longer be able to sign up for services directly. All Customer Care for existing Yak



customers will be managed by Distributel.

10) Q: Will there be a Facebook page or other Social Media?

A: No, the dedicated Yak page will be closed. We recommend that you “Like” the Distributel Facebook page to stay up to date on company news promotions, service changes and other improvements.

Yak Communications

Toronto

801-3300 Bloor St., W.,
Toronto, ON M8X 2X2

Mailing Address

PO Box 71055 Laurier West PO
Ottawa, ON K2P 2L9