



March 16, 2020

To our Customers and Members,

We recognize the potential impact and uncertainty the Coronavirus (COVID-19) is creating in Minnesota and the communities we serve. The safety and well-being of these communities and our employees are always a top priority; therefore, we have decided to take protective steps in hopes to minimize further spread of this disease.

- **Refrain From Visiting Our Office**

In an effort to do our part to stop the spread of this virus, we are asking our members, customers and vendors to call our office to transact business instead of visiting our office.

- **Payments**

If you prefer not to mail your payment, please utilize the drop box when making payments. You can call our office at 324-7111 or 585-4875 to make a credit card payment or view our online payment options.

- **Site Visits**

If you need a technician to come to your home or business, we will ask if you or anyone at your location has been currently diagnosed as being infected with Coronavirus (COVID-19) and if you have visited a "high risk" country within 14 days prior to the visit and/or have cold/flu symptoms, or has been in close contact with a confirmed Coronavirus (COVID-19) patient within 14 days prior to the visit. If you inform us this is the case, we will reschedule your appointment for a later date when the chance of contagion has subsided.

- **Scheduled Appointments**

If you develop a contagious illness prior to the date of a scheduled appointment, we ask that you contact us to reschedule the appointment, so we are not exposing our technicians or contributing to the spread of the illness.

We have also signed on to the following National Pledge which has been asked for by the FCC, however, our cooperative does not have Wi-Fi hotspots deployed.

### **The Keep Americans Connected Pledge**

Given the coronavirus pandemic and its impact on American society, Federated Telephone Cooperative pledges for the next 60 days to:

1. Not terminate service to any residential or small business customers because of their inability to pay their bills due to disruptions caused by the coronavirus pandemic;
2. Waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and
3. Open its Wi-Fi hotspots to any American who needs them.

Thank you.

Kevin Beyer