

BEGGS TELEPHONE COMPANY, INC.

Coronavirus (COVID-19) Plan II

Beggs Telephone Company is committed to the health and safety of our customers, employees, and the community at large while still providing the best telephone and broadband service possible. **Because of the growing COVID-19 pandemic, physical interaction between customers and employees will be limited as of April 1, 2020 until further notice.** These policies may change as needed to be consistent with the Centers for Disease and Prevention (CDC) guidelines.

- **Our business office will be closed to the public. Our office hours will remain the same: Monday-Friday 8:30 a.m. - 12:00 Noon and 1:00 - 5:00 p.m. Call the office at 918-267-3636 if you need assistance** to open an account, change or upgrade service, pay a bill in question, or establish a payment plan. **Most assistance will be provided by telephone or online.** Service representatives will allow you to make an appointment for a brief visit, if paper work needs to be exchanged. **If an appointment is needed, CDC guidelines of social distancing and hygiene will be observed by employees and customers alike.**
- **If paying a bill that does not require assistance, please use our payment drop-box located on the east wall of the foyer just prior to the business office door. If paying with cash write your name and telephone number on the envelope before sealing and dropping in the box. You may also make payments by mail, use of our ACH payment system, or bill pay through your bank to avoid physical contact with employees.**
- **Service connections and essential trouble calls will be handled without entering a customer's premises.**
- Disconnection notices will be issued. But as usual, our employees will work with customers in an effort to avoid disconnection for non-payment by entering into payment arrangements. If the customer will not agree to payment arrangements or does not seek payment arrangements and is consequently disconnected, 911 access will be provided for the disconnected number for 60 days.
- We at Beggs Telephone Company realize that voice and broadband services are essential to our customers for work, health, educational, and personal relationships. We will continue to help customers stay connected to this essential network whenever possible.

April 1, 2020