

BEGGS TELEPHONE COMPANY, INC.

Coronavirus (COVID-19) Plan

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. In light of the COVID-19 pandemic, the following policies will be in place as of March 18, 2020. These policies may change as needed to be consistent with the Centers for Disease and Prevention (CDC) guidelines.

- Office access will be limited based on need. The business office will be open; but we are asking customers to STOP before entering. If assistance is needed to open an account, change or upgrade service, pay a bill in question, or establish a payment plan, customers may enter. CDC guidelines of social distancing and hygiene will be observed by employees and customers alike. If paying a bill that does not require assistance, we advise using our payment drop-box located in the foyer prior to entering the business office. We also advise payment by mail, use of our ACH payment system, or bill pay through your bank to avoid physical contact with employees.
- We advise telephoning the business office at 918-267-3636 to request service with voice or broadband. Help will be provided online and via telephone when applicable. In home service calls will be prescreened with specific questions regarding the health of the entire household and whether anyone has been diagnosed with COVID-19 or is under quarantine. If everyone is healthy and there is no quarantine in place, a service call will be scheduled. When it is necessary to enter a customer's home, the employee will use a face mask and gloves to minimize contracting and spreading the virus.
- 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.