

As Of March 18, 2020

Pine understands how important it is to stay connected throughout this COVID-19 pandemic. In an effort to stay connected with family, friends, doctors and schools, Pine has added some procedures for the benefit of our customers and employees so we may continue to serve you during this time. Pine Telephone Company, Inc. and its subsidiaries (Pine Cellular and Pine Cable) have instituted new policies and procedures to protect and benefit our community at the present time.

What to expect from our business offices:

For the convenience of our customers, our business offices will remain open as of now with no changes to hours of operations. However, we ask that you keep the following list in mind in order to help keep our employees healthy, safe, and available to be of service.

- There will be hand sanitizer stations at the entrance of each door, along with sanitizer bottles at each desk. We ask that you please sanitize your hands upon entering the building and before exiting.
- Please honor the space and division of our Customer Service Representatives desks while they are assisting you.
 - We have mothers of infants, expectant mothers, and caretakers of elderly family members that are working to take care of you and their health is important to many different members of the community.
- If possible, please pay your bill online, through the mail, night deposit slot on the main telephone office, or at the drive thru.
 - Normally the drive thru is used to collect bills only but can be used to speak with a Customer Service Representative to avoid entering the building.

- If you are not sure that your issue is one that you will have to visit the office to resolve please do not hesitate to give us a call at (580) 584-3355 for the telephone office or (580) 584-3330 for the cellular office. Our Customer Service Representatives will inform you if they are not able to resolve your issue over the phone.
- If you are experiencing issues not pertaining to your bill our technical service number is (580) 584-5800.

What to expect if we are visiting your home:

- As always, if technicians have a known illness, they will not visit a customer's home.
- Our technicians will be cleaning their hands before and after entering a customer's home.
- For your health and safety, technicians have been advised to not shake hands and we ask you to respect personal space by remaining 6 feet away.
- If you or someone in your household is showing signs of illness, including fever or flu-like symptoms, we ask that you reschedule any upcoming technician visits to your home.
- Call (580) 584-3355 to reschedule your appointment.

What to expect for your service:

Because we understand that many customers may be facing unusual financial hardships Pine wants to help as such for the next 60 days:

- There will be a temporary suspension of service disconnections for non-payment for all current Pine customers negatively economically impacted by the COVID-19 virus.
- We are happy to offer flexible payment plans to defer payment to a later date on a need basis. Please give our offices a call (580) 584-3355 to discuss the best option for your account.
- Late payment fees incurred, effective March 15, until further notice, due to the COVID-19 protocol will be waived.

As the situation continues to evolve, we want to keep you updated with all new information and tools that we are offering. We are committed to providing you with the reliable service that you deserve and many require to work from home. We will be keeping an up-to-date bulletin posted on our pine-net.com homepage for you to refer to. We want to thank you for being a part of the Pine family and helping us keep our employees and community safe and healthy.