



## **COVID-19 PRESS RELEASE**

### **Comcell/Community Telephone Company takes steps to protect against COVID-19**

Like everyone, we have been monitoring the outbreak of COVID-19. We want you to know that we have response plans in place to help ensure that we will be able to continue providing quality, reliable service to our community. The health of our customers and employees is very important to us; therefore, we have processes to help detect, prevent and control the spread of infectious diseases, like COVID-19, that might impact our workplace. We also want to inform you of other steps we are taking to assist our members and customers.

### **Our Processes to Help Detect, Prevent, and Control the Spread of Illness such as COVID-19:**

- We do not allow our employees to work if they are sick. If an employee arrives at work exhibiting signs of illness, we immediately send the employee home. We provide sick leave so that our employees do not feel they have to work when they are sick.
- We are recommending that customers utilize our drive-throughs, contact us online ([www.comcell.net/home/contact-us](http://www.comcell.net/home/contact-us) or through email [admin@comcell.net](mailto:admin@comcell.net)) or over the phone (800-794-6407) for service inquiries or transactions.
- We encourage employees to practice social distancing when appropriate.
- For the safety of our field personnel, customers may be asked if they have any safety concerns that our staff should be aware of, or any concerns about our staff entering the customer's premises. If you have safety concerns, please call us to reschedule an existing appointment at (800-794-6407).
- Employees will take appropriate sanitary precautions before entering a customer's premises and again after leaving the premises.
- In our business offices, we have increased surface cleaning protocols and are requiring employees to sanitize and/or wash hands frequently.

### **Other Steps We Are Taking to Assist Customers:**

- You can pay your bill online or by mail, or in one of our drive-throughs. For online payments, just visit <https://www.comcell.smarthub.coop>
- Contact us if you cannot afford your bill due to disruptions caused by the COVID-19 pandemic.

GET THE FACTS! The Centers for Disease Control and Prevention website provides updated information on the outbreak. <https://www.cdc.gov/coronavirus/2019-ncov/index.html> .