



Valley FiberCom's Response to Help Contain COVID-19

Valley FiberCom is closely monitoring the COVID-19 situation and will do everything we can to protect the health and safety of our customers, our community, and our employees. We are following the current guidance from national, state, and local health authorities to ensure we are taking the appropriate actions.

Please review this important information related to COVID-19:

- **We have established additional cleaning practices at our office location(s).** In the event we need to adjust our office hours or close a location to the public, we will make the announcement via email, Facebook, and our website. These decisions will be evaluated constantly.

- **Our eBilling and automatic bill pay services are a great way to pay your Valley FiberCom bill online without having to leave your home.** If you're not enrolled, visit <https://valleytel.smarthub.coop/Login.html>, download the SmartHub app from the Google Play or Apple Store, or call 1-866-453-4237 to get started. You can also pay your bill over the phone, or bring your payment to either of our exterior drop boxes at 209 Kasan Ave in Volga, or 209 Calumet Ave in De Smet.

- **If you are requesting a service call at your address, our customer service staff will screen your call by asking about your recent travel and/or health status prior to dispatching a technician.** During service calls and service in stallation appointments, you may notice our technicians wearing protective gear and using disinfectant wipe. They may also limit the number of people in the area. If anyone in your home is ill, the appointment will need to be rescheduled.

- **We urge you to practice the personal precautions recommended by the CDC to help prevent illness.** They include frequent hand washing, not touching your face, disinfecting surfaces, and social distancing. Go to cdc.gov for complete details. You can also get more information about COVID-19 from the World Health Organization at who.int.

- **Valley FiberCom is one of many broadband and telephone service providers to sign the Keep Americans Connected Pledge.** Promoted by the Federal Communications Commission, this pledge reads as follows: "Given the coronavirus pandemic and its impact on American society, our company 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 the 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."

We are working with our network and equipment vendors to ensure proper connectivity for all services. We are also preparing for possible operational issues that may arise from the displacement of workers, work-from-home customers, and increased bandwidth or communication needs for students and on-line classes for both K-12 and college students. We understand how vital internet service is during these challenging times.

As the situation evolves, we will keep you updated on any changes to our business operations or customer services. Our primary concern remains the health of our community. Please do your part to fight back against COVID-19 and lessen its impact. We're all in this together.

As always, if you have any questions or additional concerns, please contact our business office at 1-866-45FIBER (1-866-453-4237) (Monday – Friday, 8am – 5pm), message us on Facebook <https://www.facebook.com/valleyfibercom/>, or send an email to service@valleyfibercom.com.

Additional assistance is available after hours by calling our regular office number at 1-866-45FIBER (1-866-453-4237). The Internet Help Desk is available 24/7 by calling 1-888-329-5583.

Thank you for your patience and understanding during this challenging time.

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