



## Week of March 15, 2020

### Title: Stronger Together: Covid-19 Update

Like you—and everyone in our nation and across the world—Bloomer Telephone Company is watching the news about COVID-19 carefully and doing what we can to respond thoughtfully and responsibly. The communities we serve are strong, and together we'll all get through this challenging and unprecedented situation. As your trusted local provider, our priority is taking care of you as you navigate this trying time.

Our focus is on the health of our customers and our employees during this time. We want you to make sure you have access to the services you need, while we protect our employees and follow the guidelines set by the state and federal government.

Here are some important things to know during this time:

1. **Our network is ready for this.** You don't have to worry about your internet service during this time. Our fiber network is robust, built with redundancies and safeguards in place for 99.999% uptime. It can handle the additional demands being placed on it. We are monitoring the network daily.
2. **Our office is open.** Call us at 715-568-4830 between the hours of 8am to 5pm. We are still here to serve you. If you need to come in, you can. We simply ask that you maintain a safe distance for your health and the health of our office staff. Our offices are cleaned regularly and carefully.
3. **If your service is down, we will fix it.** We are still making repairs and installing new service for customers. If a technician comes to your home, you can let them inside and they will maintain a safe six-foot distance (following recommended CDC "social distancing" guidelines) from you at all times. Technicians will clean areas inside and outside the house carefully before they leave.
4. **If you need service, we offer free hotspots in our community.** Please stay in your vehicles while using these hotspots for the health and safety of the community.
  - a. Bloomer Telephone Office: Available curbside outside our office on 15th Avenue
  - b. Bloomer Fairgrounds: Located south of the Merchant Building on Riggs Street.

Our communities, our country, and our world are resilient places. Together, we'll see our way through this situation!