



Bloomer Telephone Company – COVID-19 Update

March 23, 2020

We are committed to the wellbeing of our customers, our employees, and our community/communities. As the Coronavirus situation continues to evolve, we rely on health and safety information from experts to ensure the decisions we make are consistent with local community, state, and federal standards.

In an effort to ensure the health of our employees, it has become necessary to close our business office to customers, contractors and vendors, effective: Monday, March 23rd and until further notice. We are planning for continuity and evaluating how to best serve our customers in this unique time. We will strive to provide the highest level of care and support possible while balancing the safety needs of our customers and employees.

Customers are encouraged to utilize our Online Bill Pay option, please visit: www.bloomer.net for instructions, call the office: 715-568-4830 and of course use our outdoor bill pay box. In the event a customer stops by the office and wishes to speak to a customer service representative, we have installed a phone in the front foyer that rings the CSR desks.

We are currently evaluating each repair or service appointment to determine the best course of action for ensuring each customer has access to essential services, such as 911. We will prioritize internet repair services for those who currently work, or are being asked to work, from home.

Should you have greater connectivity needs in order to meet work from home requirements, please contact our office. We are committed to continually monitoring our overall bandwidth demands and, if the need arises, we will make all possible attempts to purchase more bandwidth to meet increased demand.

We appreciate your understanding and support as we navigate this quickly changing and fluid situation. We wish for good health and safety for all.

Thank You and Be Well.

A handwritten signature in black ink, appearing to read "K.M. 1/2/1".

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