

Customer Service Representative COVID-19 FAQs



Q: IS THE LOBBY STILL OPEN?

A: We have made the decision to close our lobby for the safety of our members and our employees. Our lobby will remain closed to the public during this health crisis. Many of the services you require can be handled over the phone or at our website.



Q: WHAT HAPPENS IF I CAN'T PAY MY BILL?

A: We understand that our customers are financially impacted by COVID-19. We are dedicated to working with customers facing financial hardship. We have joined with the FCC's "Keep Americans Connected Pledge" to ensure our members can stay connected during this COVID-19 crisis.

To make certain that our members have access to the tools they need to navigate this crisis, we will not terminate Internet service or apply late fees for any accounts that go past due during the next 60 days. Also, all data caps will be suspended, and access to public Wi-Fi hot spots will be opened.

Any members needing assistance with their account should call (xxx) xxx-xxxx



Q: HOW DO I PAY MY BILL?

A: There are many options available to you for paying your bill without visiting the office or leaving your home.

Pay by phone – We will verify your identity, confirm your monthly bill amount and proceed with payment options. Call us at (xxx) xxx-xxxx

Pay online – Visit our website to pay your bill online. Be sure to have your account number ready. Visit www.xxxxxxx.com

Pay by mail – If paying by mail, include a signed check for the amount listed on your monthly bill. Please include your bill stub and mail to the address provided on the statement.

Pay by bank draft – You can sign up for automatic bank draft by using your checking account's routing and account numbers. With this option, your monthly bill amount will be deducted from your bank each payment cycle. You never have to worry about missing a payment.

Please note, that for the following option you will need to leave your home.

Pay by night drop – You are welcome to visit our nearest office after hours without worry of personal contact or contamination. We have a night drop box located outside to serve you.



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Q: WILL SERVICE TECHNICIANS BE CONDUCTING IN-HOME VISITS?

A: The safety and well-being of our employees, customers, and community is our top priority. As we navigate the COVID-19 pandemic, we have made significant changes to follow guidelines from the Centers for Disease Control.

1. We have started a screening policy before dispatching an employee to a customer's home for a service call. We will ask the customer a series of questions to determine the risk of exposure to our employee.
2. If our team believes that a risk exists, the service call will be rescheduled if possible.
3. If the service call is an emergency, special precautions must be taken by our employees and our customers before a visit can be made.
4. Our employees will use their best judgment before scheduling a service call and after arriving at a customer's home to determine the best approach for protecting everyone involved.

These measures are based on guidance from the Centers for Disease Control, the National Institutes of Health and other agencies. We will continue to monitor updates from federal, state and local officials regarding the COVID-19 outbreak, and we may make adjustments to this screening policy as appropriate.



Q: SHOULD I BE AWARE OF ANY CORONAVIRUS SCAMS?

A: Cybercriminals are using the pandemic for commercial gain. They are likely to continue exploiting the COVID-19 pandemic over the exploiting weeks and months.

The U.S. Secret Service Department of Homeland Security offers the following advice regarding scams:

- Phishing Emails/Social Engineering — Avoid opening attachments and clicking on links within emails from senders you do not recognize. These attachments can contain malicious content, such as ransomware, that can infect your device and steal your information. Be leery of emails or phone calls requesting account information or requesting you to verify your account. Legitimate businesses will never call you or email you directly for this information.
- Always independently verify any request for information that appears to come from a legitimate source.
- Visit websites by typing in the domain name yourself. Businesses use encryption, Secure Socket Layer (SSL). Certificate "errors" can be a warning sign that something is not right with the website.

