

CML Telephone Cooperative Association Coronavirus Response

The health and safety of our Customers, Employees, and Community members are always a top priority for CML Telephone. As part of that commitment, we want to share our current practices as it relates to the Coronavirus (COVID-19)

We join in the extraordinary efforts of national and global communities to limit the spread of this virus.

CML Telephone recognizes that our nation is currently undergoing an unprecedented event and it falls to all of us to do everything in our power to help rather than hinder as so many people are working to contain the COVID-19 virus. We also understand that our services are imperative for many of you who are quarantined or isolated. We will be taking reasonable safety measures in order to do our part to prevent the spread of COVID-19 while we continue to upkeep our network and provide you with the best customer experience possible even in these difficult times. The measures we will be implementing at **8 am on 3/18/2020** include but are not limited to:

ACCESS TO OFFICE RESTRICTED

Our office doors are locked and only employees will be permitted in the building. Customers are encouraged to call us at 712-443-8222 or 712-723-8222 to discuss any business that would have brought them into our office previously. Payments can be left in person at the drop box next to our door as well as mailed. Receipts for payments can be provided on request.

CUSTOMER PREMISE WORK WILL BE LIMITED

Troubles requiring work inside a home or business will be assessed on a case by case basis and entry will only occur AFTER a risk assessment has been completed and with the customer's permission to enter the property. We will put forth every effort to repair any troubles over the phone or from outside your house and only send a technician into a home or business if absolutely necessary.

ORDERS FOR NON-ESSENTIAL SERVICES WILL BE DELAYED WHEN POSSIBLE

Orders for non-essential services or residential subscribers will be delayed until a complete risk assessment can be performed and only with the customer's permission for entry.

PRIORITY WILL BE GIVEN TO MEDICAL FACILITIES AND FIRST RESPONDERS

Orders for medical facilities, first responders, and businesses with an acceptable risk mitigation policy will continue as usual.

These measures have been put in place to prevent our employees from becoming ill and being unable to keep our network functioning as well as to prevent any spread of disease to any of our customers. Many of our customers fall into the high risk category for this illness and we are taking our responsibilities to our customers seriously. We ask that you help us by working with us when we try to limit exposure. We will work through any service issues or questions you may have as we always have, simply call our office at 712-443-8222 or 712-723-8222. Thank you!