



To our HCTC family: Customers, Friends & Neighbors

As you know, the Coronavirus is now classified as a pandemic and the situation is extremely dynamic. And, as more and more of us may need to change our daily lifestyle by working from home or choosing to stay home rather than attend public events, we understand our customers will depend more than ever on our Internet and telecommunication services. Therefore, we wish to briefly inform you that HCTC remains committed to providing a safe environment in and out of the workplace in order to maintain continued service to our customers.

### **SAFE ENVIRONMENT PRACTICES**

HCTC employees in customer-facing roles routinely receive training in safety precautions and will continue to exercise these daily safety procedures whether in our retail offices, or in our customers' homes or businesses. In addition to protective safety wear and supplies provided in all company offices and vehicles, employees who are not feeling well or exhibit potential symptoms of Coronavirus have been instructed to not come to work or interact with customers.

### **CONNECTIONS**

HCTC offers multiple options to interact with us should you have concerns about leaving your home. You may order new service, make changes to your service, make a payment, report trouble, or access your account profile using one of the following methods:

- Call us at 800.292.5457
- CHAT at [www.hctc.net](http://www.hctc.net)
- Email [busofc@hctc.coop](mailto:busofc@hctc.coop)
- PAY MY BILL
  - o Online at [www.hctc.net](http://www.hctc.net)
  - o By phone at 844.244.1503
  - o Drop Box (Ingram, Comfort, Junction, Mason)
  - o Payment Location (First State Bank of Uvalde – Leahey Branch)

### **STAY INFORMED**

We encourage you to stay informed about the facts of the virus such as the transmission and symptoms from a reliable source such as the CDC.

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

### **COMMITMENT**

With everyone's proactive care, we trust COVID-19 will soon be resolved across all nations. We care about the well-being of our HCTC family and communities and remain committed to providing exceptional service during this *situation*. Stay safe and well!!!

*HCTC, your world connected.*

CEO R. Craig Cook

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