

**Dear Burke' Garden Telephone Company COVID-19 Customer Notice**

First, let us say, we at Burke's Garden Telephone Company value you and your business. It is our desire to continue to provide Telephone and Broadband service to which you have become accustomed. Our first concern is the health and safety of you, our customers, and our employees. We are also striving to keep our telecommunication system performing at its peak. We are aware that many are working, and schooling, from home. We have also seen a greater demand on the system as a result of those usages and the greater demand as you use of the various Streaming Services. We are monitoring usage to remaining ahead of demand.

**We are needing to make several changes to our operation as we follow the "Guidelines" and use the best resources at our disposal.**

As a result, we are making the following changes:

Please call the office (276-472-2345) and request an appointment for "in office" needs such as sending and receiving Faxes, etc.

**Paying Bills and Billing Questions:**

You may use either the US Mail, our US Mailbox at our office, or the Drop Box on the office door to pay bills. If you have Billing questions, please call 276-472-2345 and someone will assist you, or you may leave a Voicemail and we will respond as soon as possible.

**Repairs:**

We will continue to provide Repair Services. You may call the office (276-472-2121) and request repairs. If no one is available to take your call, leave a Voicemail. We will return your call as soon as possible.

In order to make those repairs **our employees will not be entering your home without using precautionary measures.** Most repairs can be done via our "Fiber Maintenance System". At times we may need to enter your property to access outside telephone equipment and perform diagnostics and/or repairs. If it is determined that equipment in your home needs replacement or rebooting, we will, if needed via telephone or email, contact you and walk you thru the replacement or rebooting. Also, our employees, if working on your property, may make certain request to maintain safe distances from others and a safer working environment.

Should you experience financial hardships due to the Coronavirus impact and need assistance, please give us a call (276-472-2345) and we will work with you to find solutions.

**Also:** Please do not call the office requesting an appointment if you are sick, having flu like symptoms or know that you have been exposed to the Covid-19 Virus. You also should not call the office requesting an appointment for someone else in your immediate household who may not be displaying symptoms, at that time, of the illness you are experiencing. Remember we have a very limited number of employees, we cannot afford to lose services of any of our valued employees, doing so will cause further delays of installations, services, and repairs. 03/24/22