



COVID – 19 (CORONA VIRUS) PRESS RELEASE

Industry Telephone Company/Industry I-Net, Inc. takes steps to protect against COVID – 19.

Like everyone, Industry Telephone Company and Industry I-Net, Inc. have been monitoring the outbreak of COVID – 19. We want you to know that we have response plans in place to help ensure that we will be able to continue providing quality, reliable service to our community. The health of our customers and employees is very important to us; therefore, we have processes to help detect, prevent and control the spread of infectious diseases, like COVID-19, that might impact our workplace. We also want to inform you of other steps we are taking to assist our employees and customers.

Our Processes to help Detect, Prevent and Control the spread of illness such as COVID – 19:

- Effective Friday, March 20th and until further notice, we have closed our Business Office Lobby to the public. We believe this is a necessary step to protect the health and safety of our employees and the public.
- We are recommending that customers contact us for service inquiries or transactions by calling the Business Office at (979) 357-4411, (979) 278-3600 or (888) 212-8872.
- We do not allow our employees to work if they are sick. If an employee arrives at work exhibiting signs of illness, we immediately send the employee home. We provide sick leave so that our employees do not feel they have to work when they are sick.
- We encourage employees to practice social distancing when appropriate.
- Before any service technician or repairman goes to a residence or business, customer service will be asking Screening Questions as part of our commitment to the safety and well-being of both employees and customers.
- Employees will take appropriate sanitary precautions before entering a customer's premise and again after leaving the premise.

Other Steps we are Taking to Assist Customers:

- We have several options at your disposal for the payment of your telephone/internet bill including Online, Direct Debit and Credit Card. Please consult your February 2020 Industry Telephone Company Telephone Directory for a more complete list (Page 10).
- The Centers for Disease Control and Prevention website provides updated information on the COVID – 19 outbreak. <https://www.cdc.gov/coronavirus/2-19-ncov/index.html>.

Industry Telephone Company and Industry I-Net, Inc. remain committed in providing a safe environment in and out of the workplace in order to maintain continued service to our customers. With everyone's proactive care, we trust COVID-19 will soon be resolved across all states and nations. Stay safe and well.