



COVID-19 ACTION PLAN

Central Texas Telephone Cooperative, Inc. and its affiliates (collectively, “CTTC”) are taking measures to support Texans, customers and our staff during this difficult time. We are actively working to assist those impacted by the COVID-19 and are grateful for the leadership of health care workers and officials from across the state while we all work diligently to help our fellow Texans.

It is especially important that Texans stay connected in the face of this public health crisis. During these trying times, our reliable telecommunications services are allowing our customers to practice the recommended social distancing and work from home, use remote or distance learning, engage in online commerce to obtain the supplies they need, and access telemedicine resources. Such connectivity is crucial to helping slow the spread of the virus.

During this time of significant need, CTTC has implemented the following voluntary measures to assist its customers:

- CTTC has signed onto the Federal Communications Commission (“FCC”) [Keep Americans Connected Pledge](#).
 - We have public WiFi hotspots in several communities.
 - We have increased bandwidth to our serviced schools to provide additional options for students who do not have internet access at home to utilize the school internet in the parking lot.
- CTTC continues to maintain customer service, with precautions in place to help protect the health and safety of its customers and employees:
 - Since March 16, we implemented a plan in which employees are quarantined if they have recently traveled to major cities, traveled by airplane, been on a cruise, or are exhibiting symptoms of illness.
 - We have enabled non-critical employees to work from home, and in fact nearly half of CTTC employees are doing so.
 - We closed our lobbies to foot traffic and have asked customers to conduct business through drive-through windows, via telephone, or online at [centex.net](#).
 - Our technicians continue to perform critical installations and make trouble calls. They are asking screening questions before every customer service call, and they are equipped with gloves, masks, hand sanitizer, and cleaning wipes.
 - We are communicating with community leaders so they and their constituents know CTTC is maintaining service.
- The situation is fluid, and CTTC will continue monitoring the Commission, the FCC, the Centers for Disease Control and Prevention, the World Health Organization, the Federal Emergency Management Agency, the Governor’s office, and other relevant agencies for guidelines and best practices to keep our employees and customers safe.

We recognize the important role that CTTC and other rural telecommunications providers have during this ongoing public health emergency, and we are taking our service responsibilities very seriously for the duration of this disaster. Should you have questions or concerns, we remain available at 800-535-8904 or [centex.net](#).