



**To our valued customers,**

At Central Scott Telephone Company, our mission is to improve the community that we serve. Our commitment to that mission is even greater in times of crisis when our community needs us more than ever. We understand the critical importance of staying connected to voice and internet service for education, work and personal health reasons. We live in the community we serve, and we believe that it is our responsibility to step up and help out when our community is in need.

Central Scott Telephone Company is taking the following actions to ensure uninterrupted connectivity for everyone in our community that needs it:

- **No Disconnects or Late Fees:** The coronavirus pandemic is causing many hardships. Now thru May 15<sup>th</sup>, 2020, if you find yourself in financial trouble and unable to pay your bill, we are here to help you. We will not disconnect a customer's internet or phone service during this period and will credit any late fees if you contact us and let us know that you can't pay your bills due to a related job loss. Our care teams will be available to help, contact us at 563-285-9611 if you need special assistance.
- **Internet service for students:** As part of our commitment to our communities, we are currently working with the North Scott Community School District studying the possibility of offering a form of Internet service to families with students that do not currently have internet service, especially if school is suspended beyond April 10th. If more information becomes available, we will communicate it immediately.
- **Unlimited Data:** With the possible need to work and educate from home, we want our customers to access the internet without concern for data caps. We have none in place today.
- **Free Community Wi-Fi:** To further assist community members that may be impacted, a Wi-Fi hotspot has been extended to cover the Scott County Library parking lot in Eldridge. For years this service has been available inside the Library for free – no need to be a customer. With the Library closure on March 17<sup>th</sup>, 2020 we acted quickly, partnering with the Scott County Library system, to augment this capability extending coverage to the parking lot. Internet compliments of Central Scott Telephone and Wi-Fi provided by the Scott County Library system. Please check our website for the location of possible future Wi-Fi hot spots where you can stay in your vehicle to maintain social distancing and access the internet.
- **Network Quality:** Underpinning all of these efforts, is our commitment to provide our community the highest quality service possible. Our network operations staff and technicians continually work to ensure top notch network performance and reliability. Please let us know if there are any service effecting matters and we will work to resolve them as quickly as possible.

Please be assured that as our company responds to the coronavirus, and especially with the need for social distancing, we realize how critical it is that you have connectivity to your family, friends, work and education. The health and safety of customers and employees is our top priority and we will do everything we can to meet the needs of our community when we are needed most.

Thank you for being a Central Scott Telephone Company customer. We truly appreciate your loyalty.

Best Regards,

Donn Wilmott