



October 1, 2020

Dear Northwest Customer,

In response to social distancing directives issued by federal, state and local government officials working to slow the spread of Coronavirus (COVID-19), Northwest Communications is implementing precautionary measures related to service installation and repair appointments.

Please know we ARE allowing our technicians to enter customer homes at this time. We are asking customers some important questions upon scheduling and do a Wellness Check the day before allowing our Techs to enter their homes:

- Is anyone living in the home currently under quarantine?
- Has anyone tested positive or been around someone who has tested positive or have any symptoms of COVID-19 in the last 14 days?

If the answer to either of these questions is yes, we will reschedule.

If Customer cannot be reached the day prior to the appointment for a Wellness Check, the appointment WILL BE RESCHEDULED.

Current Procedures:

- If anyone is home while our Tech is in the home, social distancing must be maintained. (Minimum 6 feet apart.)
- If we are unable to maintain social distance, we request that you wear a mask. If you do not have one, we will provide a disposable one to you.
- If anyone in the home refuses to maintain social distance, including children, the Technician will leave the site and NOT complete the job.
- If customers are comfortable, they may authorize Technicians access to the home with 'Permission to Enter' to have a job completed while no one is there.
- Our Technicians will be wearing personal protective equipment and wipe down surfaces when they're done.



844 Wood Street, Havelock, IA 50546 **PHONE:** 800.249.5251 **WEBSITE:** www.ncn.net

Our goal with these measures is to keep both you and our employees safe by minimizing contact between our technicians and members of your household, but to continue to provide service to customers to the best of our ability.

Thank you for being our customer and for your continued trust in Northwest Communications to keep you connected.

Please stay safe and healthy.

Donald Miller, CEO