

Colo Telephone Company is closely monitoring the COVID-19 situation and will do everything we can to protect the health and safety of our customers, our community, and our employees. We are following the current guidance from national, state, and local health authorities to ensure we are taking the appropriate actions.

**Please review this important information related to COVID-19:**

- **Until further notice, our office lobby will be closed to the public and our customers. We are doing everything we can to help reduce the spread of COVID-19. If you need technical support, please call 641-377-2202 during office hours and 641-377-2203 after-hours phone line. If you have any other questions, please call 641-377-2202. We appreciate your patience and understanding during this challenging time.**
- **Staff will still be taking calls and conducting normal business to the best of our ability Monday through Friday, 8:00 AM to 4:30 PM**
- **Customers who typically come into our office to make payment on their accounts will need to utilize one of the following methods until further notice:**
  - **Mail your payment; must be received by the 20th of the month**
  - **Drop payment into the dropbox slot located next to the front door**
  - **eBilling and automatic bill pay services are a great way to pay your bill online without having to leave your home. If you're not enrolled, call 641-377-2202 to get started.**
  - **Pay by phone with credit or debit card by calling 641-377-2202**

**Currently any on-site installation or troubles will not be dispatched except in extreme emergency situations. Our technicians will work with the customer to remotely troubleshoot and correct any troubles.**

**All company-owned equipment (set top boxes, switches, remotes, etc.) being returned to Colo Telephone should be placed in the front door entry at the main office.**

Let us know if your household needs an internet plan upgrade due to the increased demands of working from home and taking online classes. We understand how vital internet service is during these challenging times

We are committed to the health and safety of our customers and our employees. We appreciate your attention and understanding regarding this important matter.

Regards,

*Larry W. Springer*  
*General Manager & CEO*