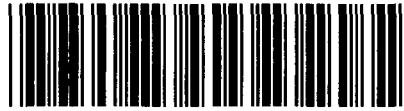


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In response to the impact of the coronavirus (COVID-19), Cherokee Telephone Company and its affiliated companies (Cherokee Communications) has developed the following.

Cherokee has asked our employees to take additional precaution with regard to social contact and public places. Obviously, based on our business, we will continue to come in contact with customers through our daily interactions. We want our employees to be mindful of a safe work environment and have asked them to keep their workplace clean and to follow the recommendations provided to us from the Centers for Disease Control and Prevention regarding hand washing, staying home when sick and by limiting unnecessary corporate travel.

Additionally, Cherokee is taking the following actions:

- 1) limiting access to the business office to all non-employees except in emergency situations and advising customers how/where to pay their bills electronically or utilizing the drive through, also advising customers how to access company personnel who can address the customers concerns without being in close physical proximity,
- 2) allowing employees to work remotely where possible,
- 3) on installs/repairs we are working to minimize instances in which employees must enter a premise
- 4) where it is necessary for an employee to enter a customer premise outfit the employee with proper clothing, include face mask (when supplies are available), and or booties in order to minimize contracting or spreading the virus,
- 5) we are still issuing disconnect notices but it is a company policy that all disconnects are suspended and we will not be disconnecting customers for non-pay until further notice and are working with customers to enter into payment arrangements in an effort to minimize the customer accruing an unpaid bill they may have little chance to pay if this policy remains in effect for any length of time
- 6) any and all plans are fluid and are subject to change at any time.

At Cherokee, we appreciate our customers, and we do not want to limit our interaction we have with the public but for now, we know that these efforts are in the best interest of protecting our employees and our customers. At Cherokee, our main goal right now is keeping everyone as safe and healthy as possible while still maintaining our role as critical infrastructure provider.

Samuel Sanchez
Vice President