



We are in the middle of uncertain times due to the Coronavirus (COVID-19) situation and have decided to implement actions to safeguard our employees, customers and network integrity. The Internet, Phone and Television services we provide have become essential in the homes and businesses Mitchell Telecom serves, now more so than ever. We are taking the following steps to limit risk for staff and customers –

- 1) Effective Thursday, March 19, Mitchell Telecom's business office at 1801 N Main St will be closed to the public. Customer can still access customer service, billing and technical support via phone (990-1000) or email (info@mitchelltelecom.com). Staff will be ready to assist customers for our regular office hours (8a to 5p), with our standard on-call coverage in place outside of normal business hours.
- 2) Payment drop-off will still be available at the business office, customers should continue to use the drop-box located near the office's customer entrance.
- 3) For customers that need to return customer premise gear, an equipment drop-off will be made available from 9a to 4p in the entryway of the business office. Please contact customer service at 990-1000 or info@mitchelltelecom.com for instruction prior to dropping off any equipment.
- 4) Technicians may be limited from entering customer's homes and businesses and access could be limited to outside areas only.
- 5) Technicians will call customers before an install or trouble call to confirm you would like our staff to enter your home or business and to make sure everyone is feeling well.
- 6) Service calls for trouble or installation may be limited to essential or emergency services only – if such limitations are implemented, we will inform customers at the time of their call.

We understand how important the services you receive from Mitchell Telecom are for your information, entertainment and connection to the outside world. Please know that we are here to serve you and want to make the best of your service experience even in these uncertain times. All of the above steps are taken with this in mind in an effort to protect staff, customers and the network that makes all of this possible.