



H & B COMMUNICATIONS, INC.

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March 18, 2020

To our customers, neighbors, and communities,

Connectivity is *always* essential to our customers – particularly hospitals, first responders, governments, banks, grocery stores, pharmacies and others delivering vital services in our communities. As more people work from home, students embark on their journey of online education, and everyone spends more time at home, you will depend on our services more than ever. H&B Communications is committed to continue to provide and maintain our services in the safest possible manner.

To protect both customers and employees we are implementing social distancing per Center for Disease Control (CDC) and Kansas Department of Health and Environment (KDHE) recommendations, we are closing both of our offices to the public effective 5 PM on Thursday, March 19 until further notice. While our office is closed to the public, we will still be available by phone at 800-432-8296 Monday through Friday from 8 AM to 5 PM. Payments can still be mailed, deposited in the dropbox in Holyrood, or made over the phone. We also have an online payment portal available at <https://www.hbcomm.net/online-bill-pay/>. Please contact our office for help setting up your account or to report a service outage.

Additionally, we have restricted non-essential service calls and instituted a pre-visit screening to verify that no one in the household is experiencing symptoms of COVID-19 and has not traveled to a hot spot recently. H&B wants to make sure that our technicians can continue to serve the community safely, quickly and with the same level of professionalism that customers have come to expect.

Teleschool & Telework: If you have a student who is transitioning to an online program, or you find yourself working from home, we want you to know that we can provide the broadband connection to make it work. Current customers can boost their speed at no additional cost for 60 days. For new internet customers who are working from home or have a student studying online, H&B is offering 60 days of free internet service and free installation.

Our hearts and prayers go out to the people who have been affected by this unprecedented event and we appreciate all of those on the front lines working to contain this virus and treat those who have fallen ill. We will continue to monitor this situation. Please check our website www.hbcomm.net or Facebook page for updates. Our focus will remain on doing all we can to best protect our customers, employees, and the communities we serve. We appreciate your patience and compassion during this unparalleled time.

Kind Regards,

Brandon Koch

General Manager