



## **A Message from Hargray Regarding Coronavirus (COVID-19) and Your Upcoming Service Appointment**

During this time of uncertainty, Hargray is committed to maintaining essential communications services while doing our part to help ensure the safety of our customers and colleagues. Supporting our customers and our community remains our highest priority.

As we continue to serve the needs of our community during this time, Hargray is taking steps to help keep its colleagues and customers safe and healthy. We are following guidance from federal, state, and local officials, as well as the Centers for Disease Control and other agencies.

### **At your service when you need us**

Your Hargray team continues to be here for you to support your communications needs and is taking preventive measures for service appointments and installations.

### **What you can expect before your appointment**

Prior to your planned service visit, a member of the Hargray team will ask a series of questions to confirm that no one in your household or business, or with whom you have come into contact, is experiencing any symptoms or has a confirmed case of coronavirus (COVID-19) so that we can work with you to find a solution that minimizes the potential risk of spread. On the day of your scheduled service, our dispatcher or the technician will contact you again to reassess the health status at your location.

### **During your appointment**

Our technicians are equipped with supplies to sanitize their hands, tools, and work surfaces within your home or business. For your protection and ours, please understand that we will keep the recommended 6-foot distance.

Thank you for your understanding as we work to provide the personalized and reliable service you expect from us. As circumstances surrounding the pandemic change, we are evaluating the measures we have put in place and carefully weighing further steps.

### **We are here to help**

Our purpose is to empower people and communities to connect and thrive. We are committed to serving you and our communities now more than ever. We're in this together.