

SOUTH PLAINS TELEPHONE COOPERATIVE'S RESPONSE TO COVID-19 Updated 03/17/2023

As a valued member of South Plains Telephone Cooperative (SPTC), we appreciate the trust you continue to place in us for your telecommunications needs. SPTC provides a vital role in maintaining communications to health providers, families, community, and the world. With the current health concerns, it is important for all of us to monitor the rapidly evolving situation involving the corona virus (COVID- 19).

SPTC has made the decision to continue to have doors locked to the public for an indefinite period of time. Entrance to the office should be by appointment in order to expedite your visit. Please call 24 hours in advance.

We continue to have staff available to take your call, answer questions, and provide installation or repair to your services. Below is our current process.

If you need service or have billing issues, please call our office at 806-763-2301 Mon-Fri from 8am to 5pm. Our after-hours repair number is 1-800-692-4057.

Preventative Measures Our Team is Taking

- We have a policy in place that if any team member is not feeling well to stay home and consult with their physician
- We are limiting our time in groups as a team as much as possible
- Technicians already work in isolation for most of the day and are not exposed to large groups during work hours. We are limiting face to face interaction between our office team members and field team members
- We are following cleaning protocols recommended by CDC and state agencies

Bill Payments and Suspension of Service (updated)

We have resumed regular suspension practices and all outstanding amounts are due in full to avoid suspension. We have implemented Pay-by-Phone with great results. There are five ways to make a payment:

- 1) **Pay-by-Phone** using credit card (MasterCard, Visa, Discover), debit card, or E-check. The number to call is 1-888-228-9812. You will need your account number from your bill to complete the payment. If you have questions, please call Customer Service at 806/763-2301.
- 2) Bank draft (call in to the office for assistance)
- 3) Mail your check or money order to PO Box 1379, Lubbock TX 79408;
- 4) Make your payment through your bank using their bill payment option;
- 5) Make a check, money order, or cash payment at the office using the drop box to the left of the front door. Envelopes will be provided in a box to the left of the front door to assist us in applying your payment properly. Knowing your account number, phone number, and name on the bill will be very helpful.
- 6) In-office payments have resumed

Dispatching a Trouble Call

We will continue to ensure the well-being of our employees and, at the same time, respond to your needs. In most cases we can troubleshoot equipment over the phone, or with minimal face to face contact. If requested, we can wear gloves, masks, and disinfect work areas while we work in your home or business.

Installations

We have resumed our normal course of business with the exception of keeping the business office doors locked. Please know that you can call us any time to go over any precautions that need to be discussed. We will follow protocols to maintain a safe work environment. If we deem there is a health concern, we will do everything we can to install the services when the conditions are safe to do so or through an alternate method.

Situation Updates

As we receive updates to COVID-19 that change our daily operations, we will communicate that via our website at SPTC.NET.

We greatly appreciate our SPTC customers and team members. We understand the value of trying to reduce the spread of this virus. Call us if you have any questions.



Wade Maner
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South Plains Telephone Cooperative, Inc.