

## **Covid-19: GBT Communications Update**

GBT takes our role in helping connect you to the rest of the world using our communication services very seriously. Considering the current pandemic we all are facing, we ask that all GBT related business be done from home, email, or over the phone. We want to ensure we can continue to support and provide the best level of service to our customers while following recommended practices from the CDC which is to avoid social gathering.

**Beginning on Wednesday, March 18th, GBT Communications will limit access to its business office locations to employees only or by scheduled appointment which needs to be setup over the phone. We ask that customers consider connecting with us in the following ways:**

- 1.) Call 800.432.7965 for inquiries about services, issues, or if you would like to pay your bill over the phone. We will continue to offer a 24/7 Help Desk that is available at this number.
- 2.) Check out our website, [www.gbta.net](http://www.gbta.net). We have endless information on their including many options to change, upgrade, or check out services we offer.
- 3.) Utilize <https://estatement.gbta.net/estatement/Login?returnurl=%2Festatement%2F> our Ebill and online account option to look up account information, pay your bill, or report troubles.
- 4.) Utilize our drop boxes located at every GBT store to drop off documents or payments.
- 5.) Follow our Facebook page by searching for Golden Belt Telephone. We will post on here in real-time with new information. Find us here [www.facebook.com/goldenbelttelephone/](http://www.facebook.com/goldenbelttelephone/)

In addition, all service calls that require a service technician to enter the home will be suspended until the COVID-19 threat has been mitigated.

- Customers who would like to upgrade or make changes to their existing services may do so by calling into the office. Most upgrades can be made without an in-home visit.
- Our staff will continue to troubleshoot and repair any service issues located outside the home. For any service issues inside the home, our staff will be available to troubleshoot over the phone.

Our intent and actions are not to alarm anyone, but as a business who provides voice and 911 services, Internet, & TV to help people receive the news, stay connected, and work from home we are taking precautions to ensure we can keep members connected. We sincerely appreciate your patience and understanding as GBT does its part in ensuring the health and safety of our employees and our customers. If you have any questions, please contact us at 800.432.7965.

**\*GBT's Annual Meeting that was scheduled for March 30<sup>th</sup> is now POSTPONED. Once a new date has been scheduled all members will be notified.**