

Covid-19 Update – May 4th, 2020

GBT continues to serve our customers and provide superior support for all your communication needs. Although some social-distancing restrictions have been eased, GBT continues to put our customers and employee's health and well-being as our number one focus. At this time during the Governor Kelly's Phase One Reopening Plan, GBT will continue to keep our office doors locked and not allow visitors into our offices. We also are still limiting our technician's exposure and they will continue to do installs and troubleshooting from outside your home or business. We understand how this might cause some difficulties but believe the safety of your and your loved ones is most important. As information changes, we will continue to adapt and change our plans accordingly. If you have questions or need assistance, please remember to follow our 5 recommendations found below. Thank you

- 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. 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 realtime with new information. Find us here www.facebook.com/goldenbelttelephone/