



Working Together to Fight COVID-19

Ntec is closely monitoring the COVID-19 situation and will do everything we can to protect the health and safety of our customers, our community, and our employees. We are following the current guidance from national, state, and local health authorities to ensure we are taking the appropriate actions.

Please review this important information related to COVID-19:

- **We have initiated a closed customer lobby policy effective immediately.** All initial communication with our customer service department, should be handled via phone or email correspondences.
- **Our eBilling and automatic bill pay services are a great way to pay your Ntec bill online without having to leave your home.** If you're not enrolled, call **715-672-4204** or **1-855-672-Ntec (6832)** toll free to get started.

You can also pay your bill via 24/7 phone payment option, by dialing 1-888-647-7301. You will need a PIN the first time using this option, please call our business office for the PIN at **715-672-4204** or **1-855-672-Ntec (6832)** toll free.

You may also call our office during business hours to pay over the phone, utilize our outside drop box or mail your payment.

- **If a service or installation appointment is necessary, you may notice our technicians wearing protective gear and using disinfectant wipes.** They may also ask you to limit the number of people in the area. If anyone in your home is ill, the appointment will need to be rescheduled.
- **We urge you to practice the personal precautions recommended by the CDC to help prevent illness.** They include frequent hand washing, not touching your face, disinfecting surfaces, and social distancing. Go to www.cdc.gov for complete details. You can also get more information about COVID-19 from the World Health Organization at www.who.int.
- **Let us know if your household needs an internet plan upgrade due to the increased demands of working from home and taking online classes.** We understand how vital internet service is during these challenging times.

As the situation evolves, we will keep you updated on any changes to our business operations or customer services. Our primary concern remains the health of our community. Please do your part to fight back against COVID-19 and lessen its impact. We're all in this together.

Stay safe out there!