



Enhance the lives of our customers through
outstanding service and communications technology

Btel Customer Notification

3/18/2020

As your communications provider, Btel takes great pride in providing outstanding service and communications technology to our customers. As we deal with the new challenge of COVID-19, we are firmly committed to maintaining your access to high quality telecommunications and internet connectivity.

If you are experiencing any issues with your service or find yourself in need of increased capacity, please call our customer service department at (979)798-2121 or visit our website at www.btel.com.

At Btel, the only thing greater than our commitment to customer service is our commitment to the safety and well-being of our customers, employees and community. Based on guidance from the Centers for Disease Control, the National Institutes of Health and other agencies, we have developed a simple set of questions to guide how we interact with customers in their homes.

Before any employee will be dispatched to a customer's home for a service call, we will ask the customer a series of questions to determine the risk of exposure to our employee. If our team believes that any risk exists, the service call will be rescheduled if possible. If the service call is an emergency, special precautions must be taken by our employees and our customers before a visit can be made. All non-emergency service calls will be set for a later date.

Our employees will use their best judgment before scheduling a service call and after arriving at a customer's home to determine the best approach for protecting everyone involved. Again, we are committed to the safety and well-being of our customers, employees and community, and this policy is in keeping with that commitment.

We continue to monitor updates from federal, state and local officials regarding the COVID-19 outbreak, and we may make adjustments to this screening policy as appropriate. Thank you for helping us keep our community safe!