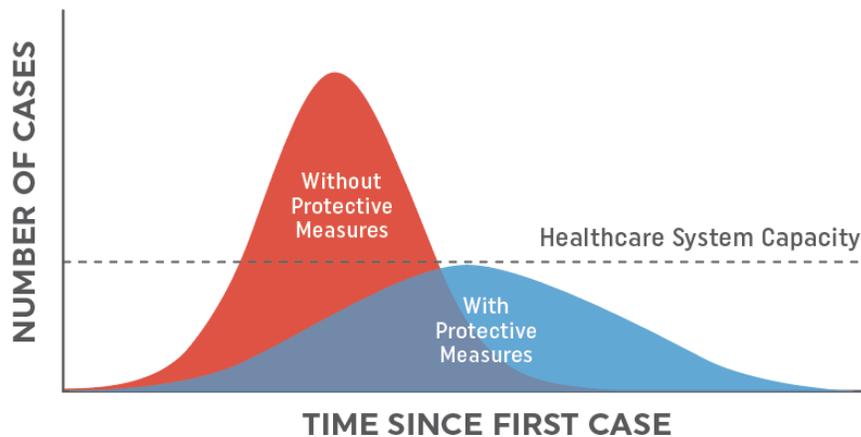


## **Btel Press Release – March 18, 2020**

### **Btel takes steps to protect against COVID-19**

At Btel, we value the health and safety of our customers above all else, which is why we are closely monitoring events concerning COVID-19 (coronavirus). We are fortunate that, as of yet, our service area has had no reported cases of COVID-19. But it is still important for all of us to do our part to prevent the spread of the virus.

While taking protective measures may not prevent people from getting the virus, it can help reduce the number of patients our health care system must treat in a short period of time. As the graph below shows, taking measures to protect against COVID-19 can spread the number of cases across a longer period, ensuring that health care providers have the resources to help everyone who needs it.



With that in mind, Btel is taking the following steps, in accordance with CDC guidelines, to protect both our employees and our customers:

- Btel employees who feel sick are being instructed to stay home.
- We are directing employees to cancel any work-related flights and to reschedule any work trips.
- Employees who work directly with customers should avoid shaking hands or making any physical contact.
- We will be providing additional disinfectant products to employees in the office and posting additional reminders for employees to wash their hands often.
- All employees are asked to take proper precautions to ensure the safety of themselves and those around them.

Btel also offers a variety of ways to help you pay your bill from home, as shown below.

## **PAYING YOUR BTEL BILL FROM HOME IS EASY!**

### **☛ SMARTHUB**

Log in to your SmartHub account to pay your bill. You can manage your account 24/7, set up payments, check usage and much more. There is even an easy-to-use app you can download for FREE to your smartphone.

### **☛ PAY BY PHONE**

With Secure Pay, you can pay by credit card, debit card or checking account by simply calling (844)849-1514. Or you can give us a call at (979) 798-2121 during regular business hours 8-5 Monday - Friday. We will verify your identity, confirm your monthly bill amount and proceed with payment options.

### **☛ PAY BY MAIL**

If paying by mail, include a signed check for the amount listed on your monthly bill. Please include your bill stub with the check and mail to Btel, PO Box 2008, Brazoria TX 77422.

*or feel free to drop your payment into the drop box at our office.*

In addition, we encourage all of our customers to take steps to protect themselves and their families:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water aren't available, use a hand sanitizer that contains at least 60% alcohol.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick. Put distance between yourself and other people where possible.
- Stay home if you are sick.
- Cover your mouth and nose when you sneeze or cough, or use the inside of your elbow.
- If you are sick, wear a face mask around other people. If you are not sick or caring for someone who is, you do not need a face mask, and they should be saved for caregivers.
- Clean and disinfect frequently touched surfaces such as doorknobs, light switches, handles, phones and keyboards daily.

We will continue to monitor this situation closely and explore further measures to support our customers and the community as needed. Follow us on social media for updates and visit the CDC website at [www.cdc.gov](http://www.cdc.gov) for more information about COVID-19.