



## Statement from RC Technologies Regarding Coronavirus (COVID-19)

RC Technologies prides itself on delivering exceptional communications you demand with the personalized service you deserve. RC has been monitoring the Coronavirus outbreak and we are currently implementing plans and procedures to help prevent the spread of Coronavirus (COVID-19).

It is our responsibility to assist and attempt to keep employees, customers and communities safe during this challenging time. In addition, we need to keep our network well managed. In order to do so, we have implemented the following procedures.

### RC Business Offices

**Effective at 8:00 a.m. Monday 23, 2020**, RC Technologies will be restricting our contact with the public at our business offices at our New Effington, Wilmot and our subsidiary, Milbank Communications locations. Please avoid visiting our offices as they will be closed to the public. Customers will continue to have 24/7 phone assistance from customer service representatives during business hours and after 5 p.m. from our After-Hour Help Desk. We are still open for business and will continue to provide you vital phone and broadband services.

### Customer Support & Service

1. Customers can call us by dialing 611 from their home phone or [\(605\) 637-5211](tel:6056375211) from any phone, (including a cell phone)
2. Prior to scheduling a trouble/service call appointment, customer service representatives will ask the following:
  - a. Have you or anyone in your household travelled out of state in the last 30 days?
  - b. Do you or anyone residing in the household have any cold-like symptoms?
  - c. Have you or anyone in your household been exposed to or diagnosed with COVID-19?
    - i. RC has a duty to protect our employees, and you, as per OSHA standards.
    - ii. Do not be alarmed if our technician is wearing protective gear for the safety of all.
    - iii. Please understand that all information will be kept confidential.
3. By utilizing RC's website at [www.tnics.com](http://www.tnics.com) you will find the following items:
  - i. Online Support
  - ii. Contact Us – you can do a Search or find a *Contact Us* button on our Home Page.
  - iii. Bill Pay - Dollar sign \$ icon at that top of our Home Page
  - iv. Online Application
4. Utilize the New Effington office's drop box for payments

We want to assure you RC Technologies is still open for business and is ready to provide assistance. Thank you for your understanding and cooperation during this challenging time.

RC Technologies