



COVID-19 RESPONSE

To our members, customers and communities,

WK&T is committed to keeping our 100% fiber network running and our employees continue to stand ready to serve you. At a time where the COVID-19, or Coronavirus, is spreading, and where related information is changing often, we want you to know that the safety and well-being of our members, customers, and employees is of utmost importance. This message is our current statement describing what we know and what steps we are taking for the benefit of all WK&T Stakeholders. Please note we will revise this statement when and if needed. Updates may be found on our website at www.mywkt.net. Additional information may be provided through our social media channels from time to time.

We are monitoring this situation very closely, and we are following recommended practices as outlined by the Centers for Disease Control (CDC) and World Health Organization (WHO). Our team of dedicated employees is executing our emergency preparedness plan to ensure business continuity.

Visits to Our Customer Service Centers and Your Home or Business:

We're asking our employees in customer-facing roles or those that require onsite presence to take appropriate preventative measures - whether they are in our offices, or our customers' homes or businesses. This includes increased cleaning and sanitizing for all company offices and vehicles. We're also encouraging employees who may not feel well to avoid coming to work or interacting with customers.

Our employees continue to take your health seriously, which is why we ask them to:

- * Disinfect their workspace after every customer interaction
- * Wipe down all displays and hard surfaces multiple times a day
- * Pay extra attention to sanitizing common areas
- * Take care of themselves by eating well, washing their hands frequently, staying hydrated and well-rested, and quickly report if they are not feeling well

If you are expecting one of our technicians to visit your home or business on an installation or repair call, please know that we're taking extra precautions to protect you and our employees. Our service technicians are all supplied with hand sanitizer, disinfectant wipes, latex gloves, and our technicians will use them between service calls. We're also asking our technicians to limit their in-person contact with customers by practicing "social distancing" and being mindful of only entering the customer premise when absolutely necessary. Attention to these types of factors will better ensure the safety of each and every customer we serve.

For our customers who don't feel well or believe that they've been exposed to COVID-19, we ask that you not allow us to enter your home or business. Instead, WK&T will provide assistance over the phone at 877-954-8748, via email at csr@wk.net or through the chat service on our website at www.mywkt.net.

Our Corporate Work Environment

To further safeguard the health of our employees, WK&T has put in place a strict travel policy for all of our employees and limited all non-essential travel for business. Per CDC recommendations, WK&T has asked its employees who have traveled to high risk locations or have been exposed to others who have traveled to such locations to self-quarantine for 14 days. We're increasing the frequency of cleanings at our locations to help ensure that they are less of a risk for employees.

We will continue to closely monitor this situation as it develops. Our focus is and will remain on doing all we can to best protect our team, our customers, and the communities we serve. Please know that as your trusted communications partner, we work hard every day to deliver services that are vital to the quality of life for our members, customers, and communities. We understand the responsibility to ensure critical communications services are reasonably available, dependable and affordable, even during times of crisis. We want to ensure you that neither this statement, nor our actions are being provided out of a spirit of fear, but rather from a place of proactive concern for the well-being of all WK&T stakeholders involved, including our employees, member-customers, industry partners, and more. As an organization we will not panic, instead we will be smart, understand potential risks, and take necessary precautions as we respond in your best interest.

Sincerely,
WK&T