



North Texas Telephone Company (NTT) is thankful for the leadership of government officials and health care workers from across the state during this COVID-19 pandemic. We all are working diligently to help our fellow Texans during this ongoing public health emergency. Totalcom recognizes the important responsibilities we and other rural telecommunications providers have to our customers during this emergency, and we are taking our service responsibilities very seriously because it is so important that Texans stay connected in the face of this crisis. Such connectivity is crucial to helping slow the spread of the virus.

NTT is actively working to assist those impacted by the COVID-19 virus. We are grateful to have deployed reliable networks throughout our service territories that can be utilized to help keep our customers connected during this disaster. Our services are allowing customers to practice the recommended social distancing by working from home, using remote or distance learning, keeping in touch with loved ones remotely, engaging in online commerce to obtain the supplies they need, and/or accessing telemedicine resources. Specifically, NTT has implemented the following voluntary measures to assist customers:

- NTT supports the Federal Communications Commission (“FCC”) [Keep Americans Connected Pledge](#), which ended June 30, 2020. As a means of keeping customers connected, a convenient payment plan option could be available to take care of outstanding balances and prevent service disconnection.
- NTT is providing free installations to connect service for households with students.
- NTT’s customer-facing employees have gloves, masks as available, cleaning supplies, and handwashing supplies to ensure his health and safety.
- NTT has enabled its employees to work from home.
- Customers can conduct business via telephone and online access at nttfiber.net.
- Installations and trouble calls continue to be handled by NTT’s technicians. However, customers are asked health screening questions before the install/repair is performed. Technicians have gloves, masks, cleaning supplies, and handwashing supplies.
- The situation is fluid, and NTT will continue to carefully monitor the Commission, the FCC, the Centers for Disease Control and Prevention, the World Health Organization, the Federal Emergency Management Agency, and other relevant agencies for guidelines and best practices to keep our employees and customers safe. We are also keeping in touch with local officials and leaders in relevant communities.

Should you have any questions or concerns, NTT can be reached at (940) 529-6123 or email to customerservice@nttfiber.net