



**To our valued customers,**

At Central Scott Telephone, safety is a core belief. We understand the uncertainty you may be experiencing surrounding the coronavirus (COVID-19). We want to assure you that the health and well-being of our customers, employees and communities is one of our top priorities. Protecting our workforce ensures we can continue serving our customers and provide the reliable Voice, Data and Video services you count on.

While we are accustomed to preparing for storms and seasonal viruses such as the flu, we recognize this situation is very different and changing quickly. We are monitoring new information from our state and federal government, the World Health Organization (WHO) and the Centers for Disease Control and Prevention (CDC).

We have made several changes to our work practices that include maintaining a social distance of at least six feet and the use of gloves when entering your home or business. Also, to maintain a healthy workforce, we are postponing non-essential work. We will remain focused on all activities that continue to provide safe and reliable operations.

We understand the ongoing COVID-19 situation may create financial difficulties for some customers, and we are here to help. Call us at 563-285-9611 to discuss your situation. You can also visit our website 24/7 to obtain up-to-date account information. [www.centralscott.com](http://www.centralscott.com) or [www.cstech.com](http://www.cstech.com)

At Central Scott Telephone, we are doing everything we can to minimize risks and continue serving you.

Thank you and continue to be safe,

A handwritten signature in green ink, appearing to read 'Donn Wilmott', is positioned above the printed name.

Donn Wilmott  
General Manager / CEO  
Central Scott Telephone / CS Technologies