



BWTelcom
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FOR IMMEDIATE RELEASE

March 25, 2020

We Are In This Together!

BWTelcom is committed to keeping our customers clearly connected, especially under the current pandemic circumstances. As the situation continues to evolve, we are taking additional steps to ensure the safety and protection of our employees and customers alike.

Free Internet Installation for Students Deadline now March 25th

With the rapid escalation of the COVID-19 pandemic, the decision has been made to move the deadline of free internet installation for students to **Wednesday, March 25, 2020**. This is in order to protect our technicians and families from *exposure to any illnesses* as much as possible.

In-Home Service Installations will end March 27th

In-home service installations and wiring will end Friday, March 27th for the safety of our technicians and other employees. If you are interested in signing up for any of our services, please call as soon as possible. If you have been a customer of BWTelcom in the past or have our equipment in your home already, it may be possible to install service remotely. Please call our office for details.

Trouble Calls

If you are experiencing issues with your service, please call our office. Our technical support team is happy to troubleshoot the issues you are experiencing. We ask that you please work with our team as we try to **remote troubleshoot** as much as possible in an effort to **eliminate non-essential truck rolls**. If you are experiencing slow service, **please evaluate your current subscribed speed**. With many schools transitioning to online education and people working from home, you may not have enough speed to handle the change in usage. If an internet speed upgrade is an option, most can be done remotely.

Computer Services

At this time, we are not accepting computers for repairs or maintenance. Our IT department can **remotely troubleshoot** or **assess many issues over the phone**. If further action is needed that cannot be resolved with the current restrictions, our IT department will schedule an appointment at a later date.

As your service provider, friend, and neighbor, we ask that you work with our team to implement these very necessary changes to the services we provide. As we have seen, the COVID-19 virus continues to evolve, thus requiring BWTelcom and other facilities in our area to take additional and essential protective measures to ensure the safety of our employees and customers. ***We are in this together!***

Sincerely,
Your BWTelcom Family