

Residential Customers-Champlain Telephone Company

- All residential aDSL customers in the Champlain Telephone Company footprint have had their bandwidth upgraded to the maximum attainable speed. These increases will be made available free of charge for the next 60 days.
- Offering a free internet connection to new households with K-12 or college students who do not already have a broadband subscription with CTC. This offer begins Monday, March 23rd and is available for 60 days. After 60 days, the customer will be charged the normal market rate based on the package of their choice. Installation fees will be waived.
- No collection activities are being conducted. We will not terminate anyone's current service due to an inability to pay. CTC is also waiving all late fees. This policy is in effect for 60 days and will be extended if necessary.

Business Customers-Champlain Telephone Company and PrimeLink

- PrimeLink has personally reached out to educational institutions (colleges, high schools, etc) healthcare facilities, municipalities, and emergency services to offer assistance with working from home, upgrading bandwidth, call forwarding, etc to help with the transition to telework for employees and students.
- For customers that have the PrimeLink Hosted Voice product, we are offering an upgrade to a Premium seat which includes the Accession App free of charge for 60 days. This is a \$5.00 upgrade per seat normally. The App allows the hosted phone to be completely mobile and employees to be able to initiate and take calls, along with checking voice mail as if they are at their office phone.
- PrimeLink is offering a remote access software product to business customers needing to have access to all of their work applications from a remote location that do not have the capability of a VPN. This product is being offered at a low cost and can be installed within 24-48 hours to assist with quick set up of off-site employees.
- No collection activities are being conducted. Asking people to reach out to set up deferred payment arrangements if they are having trouble paying their bill.