

## COVID-19 RESPONSE

In response to the COVID-19 pandemic and for the health and safety of our customers, employees, and the communities we serve, Union Telephone will be closing the business office lobby to the public effective March 24<sup>th</sup>. During this temporary closure Union Telephone staff will still be striving to meet all of the needs for necessary services to its customers.

All day to day communications with our staff can still be done by calling or emailing our office. We ask that customers wanting to drop off a payment, please use the night deposit box located outside of our front door. We will be checking that box through out the day. You can also make your payments online through the SmartHub app or located at the top of our website, [www.uniontel.net](http://www.uniontel.net).

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### Union Telephone Contact Information:

**PHONE** 715-335-6301

**COMMENT OR QUESTIONS** – [comments@uniontel.net](mailto:comments@uniontel.net)

**FAX** 715-335-6305

**SUPPORT** [support@uniontel.net](mailto:support@uniontel.net) **OR** (715) 335-8600

**AS ALWAYS, PAYMENTS CAN BE MAILED TO:**

Union Telephone Company, PO Box 96, Plainfield WI 54966

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### New Orders:

If you wish place an order for new service, please contact our office via phone during our normal business hours of 8:00AM-NOON & 1:00PM-4:30PM M-F. Also, please feel free to email us at anytime and our Customer Service Representatives will get back to you as soon as possible.

### Scheduling New Appointments:

Union Telephone will still be scheduling appointments for installation and support. These appointments may be limited. The rules and regulations we must abide by will most likely be changing in the near future.

Steps have been put into place to help make sure that both you and our technicians are following set protocols to insure everyone maintains safe practices.

### Returning Equipment:

If you are returning equipment to our business office, a container will be marked in our front office entryway where you can drop off the equipment. There will also be a form available that you will be required to fill out with your account information.

Union Telephone will continue to monitor the CDC and Wisconsin Department of Health Services guidelines and recommendations in order to make timely decision, and to take actions needed.