



**For Immediate Release**

**PRESS RELEASE**

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**Plateau Response to COVID-19**

(Clovis, NM)... As the situation with COVID–19 is extremely dynamic, Plateau continues to monitor recommendations from government agencies. We are complying with those recommendations to keep our customers and employees as safe as possible, while taking action to minimize its effects.

In keeping with our adherence to the FCC’s Keep Americans Connected Pledge, Plateau will not terminate voice or internet service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic.

Plateau has put guidelines in place that include offering a 25% discount for internet and voice services to any residential or small business customers who have experienced a significant financial impact, such as loss of income, due to the coronavirus pandemic. Reasonable proof of this financial impact must be provided to qualify.

To help facilitate learning, Plateau will provide free service for two months and waive all installation fees for new internet service to any student with insufficient broadband at home, as determined by their school district. The student’s home must be serviceable with existing Plateau wired or wireless facilities. The account will be with the school district, not with the individual student or their family.

Although our lobbies currently remain open, capacity will be limited to a maximum of 10 people. In lieu of in-person payments, we are encouraging customers to utilize one of the following options:

- Online bill pay through our SmartHub option at <https://plateautel.smarthub.coop/Login.html>
- Payment by phone at 1-877-PLATEAU (1-877-752-8328)
- Mail to: Plateau, PO Box 9000, Clovis, NM 88102-9090
- Placement in the drop box located outside any of Plateau’s offices

For more details on any of the information above, or if you have questions, please call 1-877-PLATEAU (1-877-752-8328). Plateau may take further action as new information becomes available.

Formed in 1949 as Eastern New Mexico Rural Telephone Cooperative, Plateau provides advanced communications services including voice, Internet and video to residents in all or parts of 18 eastern New Mexico counties and five in the Texas Panhandle. For additional information, visit [www.plateautel.com](http://www.plateautel.com).

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