



**Updated October 5, 2020**

Sierra Tel continues to recognize the importance of keeping our customers connected during these unprecedented times. We understand that many families are still working from home, students are participating in on-line school programs, and many of our customers are still temporarily unemployed. To help ease the economic hardship our customers may have incurred, we discounted our DSL internet service plans by 25%, and by 50% for those on low income service, in June and July 2020. Also, to continue to assist our customers we are offering fair and reasonable payment plans for up to six months from June 30, 2020.

In August 2020, we elected to reestablish a special low-income program providing free internet service to qualified student households in our serving area that do not currently have internet service. Moreover, any customers previously receiving assistance in the Spring 2020 program that were converted to paying service on June 30, 2020 are eligible to reapply for the new program. Student households not eligible for the low income program may still upgrade their Sierra Tel internet DSL plan to a faster speed and receive a monthly \$10 discount through December 31, 2020. For full program details and eligibility requirements, please see [Sierra Tel's COVID-19 August 2020 Student Internet Access Program](#).

Sierra Tel realizes that many households may now require more bandwidth than they have ever needed before, and we encourage you to contact us to take advantage of our 30-day free upgrade to the fastest speed available at your location.

We continue to partner with our local school districts to provide *free Wi-Fi Hot Spot locations* in our serving area. These Wi-Fi Hot Spots allow families with students to drive-in, connect their devices, and upload/download their assignments. Or, students may stay connected to a Wi-Fi Hot Spot as long as they need to with no bandwidth limitations or data caps. Offering Internet access to students while helping them to maintain social distancing continues to be one of our top priorities.

With increased internet use and uncertainty comes increased fraud and scammers. There are COVID-19 related scams such as robocalls and phishing emails that every consumer should be aware of. To protect yourself and others you are encouraged to visit the Federal Trade Commission's website at <https://www.ftc.gov/coronavirus>.

If you would like to discuss your options, or to inquire about a payment plan, please contact us at 559-683-4611, 209-966-3636, or 1-877-658-4611 for assistance.

## Updated May 4, 2020

Sierra Tel continues to recognize the importance of keeping our customers and community connected during this critical time. As such, all of our customers will remain connected and late fees will be suspended until at least June 30, 2020. After that date, we will offer fair and reasonable payment plans for six months from June 30, 2020 without penalties.

During these unprecedented times, Sierra Tel knows that many families are working from home, students are participating in on-line school programs, and many of our customers are temporarily unemployed. To help ease the economic hardship our customers are incurring, we will be [discounting the DSL internet service portion of your bill by 25% for the months of June and July 2020. This discount is for all of our current, new, residential and business internet service customers.](#)

In addition, our most vulnerable customers who are on [low income Lifeline service will receive a 50% discount on the DSL internet service portion of the bill for the months of June and July 2020.](#)

Please see: [Sierra Tel's COVID-19 June and July 2020 Discounts](#) for more information.

In addition, we are offering free internet until June 30, 2020 to student households in our serving area that do not currently have service and are eligible for Lifeline. For full program details and eligibility requirements, please see [Sierra Tel's COVID-19 Student Internet Access Program.](#)

Sierra Tel also realizes that many households may be experiencing slower internet speeds due to increased internet usage with more users at home on their devices. To help with increased household demand we are offering a temporary speed upgrade, to the fastest available speed at each location, at no additional charge until June 30, 2020.

We have partnered with our local school districts to provide *free Wi-Fi Hot Spot locations* in our serving area. These Wi-Fi Hot Spots allow families with students to drive-in, connect their devices, upload/download their assignments, and drive back home to complete their school work. Or, they may even stay connected to participate in a video class. Offering Internet access while maintaining social distancing is our priority.

With increased internet use and uncertainty comes increased fraud and scammers. There are COVID-19 related scams such as robocalls and phishing emails that every consumer should be aware of. To protect yourself and others you are encouraged to visit the Federal Trade Commission's website at <https://www.ftc.gov/coronavirus>.

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## Updated April 3, 2020

At Sierra Tel we are committed to the health and safety of our customers and employees during the COVID-19 pandemic. In order to better protect our employees and you during this uncertain time, *please note that the Mariposa and Oakhurst Business Office Lobbies are temporarily closed to normal walk-in traffic until further notice.*

We offer several bill payment options: online bill pay on our website, payment over the phone, drop boxes at either office locations, or mailing in a check. Please note: no change will be given for cash payments. The entire amount of the cash payment will be applied to your account and we will mail you a receipt.

We anticipate that the COVID-19 pandemic outbreak will increase Internet usage demands as more customers find themselves working, learning and otherwise remaining at home. We have not reached or even approached our maximum available bandwidth, and are working to proactively add additional bandwidth to the system. Proactively adding bandwidth before it is needed is a regular business practice.

We are still conducting installations and necessary repairs to the outside of your premise. For new installs, our technicians will connect your services to the outside of your location, test your modem, and will leave any equipment at your doorstep. At the time of scheduling appointments, please inform Sierra Tel personnel if you or any one present in the home or office is experiencing flu-like symptoms or has been out of the country in the last two weeks. Please apply Social Distancing guidelines as recommended by the CDC at <https://www.cdc.gov> while the technician is outside your home or office. In addition, we would like to proactively ask for your patience when it comes to scheduling premise visits, as we may experience some unavoidable periods of peak demand.

Equipment such as internet modems and/or routers can be mailed, picked up or exchanged at our Oakhurst Office, 49150 Road 426, Oakhurst, after making prior arrangements with Sierra Tel Customer Care.

We recognize the importance of keeping our customers and community connected during this critical time. As such, all of our customers will remain connected and late fees will be suspended for at least the next 60 days. In addition, we are offering free internet to student households in our serving area that do not currently have service and are eligible for Lifeline. Please see [Sierra Tel's COVID-19 Student Internet Access Program](#) for full program details and eligibility requirements. We also realize that many households are experiencing slowness on their internet service due to increased internet usage with everyone at home on their devices. To help with the increased household demand we are offering a temporary speed upgrade, to the fastest available speed at each location, at no additional charge from now until June 30, 2020.

To remain fully operational, we have taken steps to reduce the risk of illness and transmission among our staff and customers. This includes increasing sanitation efforts around our offices and facilities, suspending travel, promoting virtual meetings, and following county screening procedures for employees each morning as they arrive at work.

Please contact us at 559-683-4611, 209-966-3636, or 1-877-658-4611 for assistance. We continue to wish everyone the best through this unprecedented time.

**March 24, 2020**

At Sierra Tel we are committed to the health and safety of our customers and employees during the COVID-19 pandemic. In order to better protect our employees and you during this uncertain time, *please note that the Mariposa and Oakhurst Business Office Lobbies are temporarily closed to normal walk-in traffic until further notice.*

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Please contact us at 559-683-4611, 209-966-3636, or 1-877-658-4611 for assistance. We sincerely wish everyone the best through this unprecedented time.