



Hopi Telecommunications, Inc.

To our valued customers and Hopi residents

With the significant and increasing health concerns due to COVID-19, we wish to provide you an update on how HTI is handling this situation as it relates to the health and safety of our customers, employees and the Hopi communities. The following is our plan to do our part to ensure you will continue to receive uninterrupted service from HTI.

HTI will remain open and fully operational. We will communicate with our employees on a regular basis, social distancing, more telephone meetings, personal hygiene and travel restrictions.

For added safety for our customers and our employees, beginning **March 19th**, we encourage the following :

1. **Monthly Payments** - you may submit your Debit or Credit card payments by calling our office at (928) 738-4674 or drop your payment in the Drop Box located at the front door of our office in Keams Canyon.
2. **Trouble or new service order** - you may call (928) 738-4674 or use the HTI online service at www.hopitelecom.com to submit your trouble or new service order.
3. **On-site visits** - the HTI technician will ask three (3) questions before entering the home for your service order or trouble ticket:
 - Does anyone in the home or office have a fever or ill?
 - Has anyone in the home or office recently traveled out of Arizona?
 - Is anyone in the home taking care of someone who is or has been sick?

If the answer is “YES” to any one of these questions, the technician will NOT enter the home until the home is cleared to enter, the technician may offer alternatives to handle your service order or reschedule another service date.

We have been diligent in ensuring we have the technology in place to support the encouragements listed above to provide consistent and reliable service.

We will monitor and consider advice from government and health officials in the community where our employees and customers live and work and will continue to send necessary updates as the situation evolves.

- Our office hours are Monday – Friday, 8:00 AM to 5:00 PM MST.

Thank you and stay safe.

NOTE: We encourage you to follow cdc.gov and the World Health Organization for the latest COVID-19 updates.