



## 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 of operations 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, we strongly 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](http://www.hopitelecom.com) to submit your trouble or new service order.
3. **Effective immediately**, limited services may be provided for Mass Outages and outside the premise work only for village/community locations that report more than 40 cases of COVID-19.

For **On-site visits** – HTI asks for your cooperation and truthful responses and will ask the following questions before entering the Village or 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 outside of Arizona?
- Is anyone in the home taking care of someone who is or has been sick?
- Does your Village prohibit essential service providers from entering the Village?

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

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.  
HTI Management

**NOTE:** We encourage you to follow [cdc.gov](http://cdc.gov) and the World Health Organization for the latest COVID-19 updates.