



## PRESS RELEASE – MARCH 26, 2020

### **Eastex Telephone Cooperative, Inc. takes additional steps in wake of COVID-19**

As we respond to COVID-19, the health and safety of our customers and employees remains our top priority. The work we do is critical to thousands of people and companies throughout our service territory, and we are committed to being there when our customers and colleagues need us most. Below are some of the ways that we are supporting these commitments.

- **We are keeping our customers and workers safe.** All of our staff continues to practice the CDC's recommended physical distancing, sanitation and hygiene practices. While our business offices remain closed, our drive-throughs remain open for business during normal business hours, and customers can contact us via phone or via email at [customersupport@eastex.com](mailto:customersupport@eastex.com).
- **We are keeping our customers connected.** Our field technicians are on the front lines, entering customers' homes and businesses to ensure they have essential internet, telephone and security services, and we couldn't be more grateful for their work commitment. Because we are deemed an essential business, we are working with county officials where shelter-in-place orders are being effectuated to ensure we can continue to restore and connect service for homes, businesses, government offices and critical first responders.
- **We are helping students connect to virtual classrooms.** We are proactively working with our local schools to create new wi-fi hotspots so that children can stay connected to educational content during school closures. We have also extended promotional discounts to households with students to make it easier and less costly to establish or upgrade home internet connections.
- **We are increasing cybersecurity measures and critical network monitoring.** COVID-related phishing attacks are on the rise. Accordingly, we have increased cybersecurity training and tactics to not only protect our network, but to protect our customers. We are also experiencing dramatic spikes in service demands and are taking all necessary steps to ensure we have adequate network capacity to meet demands.
- **We are keeping customers informed.** We are distributing vital COVID-19 news and information via email, news outlets and through social media channels. We encourage all customers to ensure we have their most current email address, and to follow us on facebook @eastexcoop for the most up-to-date news and information about Eastex activities.

Eastex will continue to monitor the COVID-19 pandemic and do everything we can to help our members and the communities we serve. We thank our customers for their patience and understanding as we work through this challenge together.

Livingston Branch Office:  
PO Box 1510  
1704 Highway 59 Loop N  
Livingston, TX 77351-0027  
936.327.5224 • 800.732.7839

Headquarters:  
PO Box 150 | 3675 US Highway 79 South  
Henderson, TX 75653-0150  
903.854.1000 • 800.232.7839  
[www.eastex.com](http://www.eastex.com)

Waskom Branch Office:  
PO Box 1691  
705 Spur 156  
Waskom, TX 75692-1691  
903.687.3600