



Totalcom Communications, LLC (Totalcom) is thankful for the leadership of government officials and health care workers from across the state during this COVID-19 pandemic. We all are working diligently to help our fellow Texans during this ongoing public health emergency. Totalcom recognizes the important responsibilities we and other rural telecommunications providers have to our customers during this emergency, and we are taking our service responsibilities very seriously because it is so important that Texans stay connected in the face of this crisis. Such connectivity is crucial to helping slow the spread of the virus.

Totalcom is actively working to assist those impacted by the COVID-19 virus. We are grateful to have deployed reliable networks throughout our service territories that can be utilized to help keep our customers connected during this disaster. Our services are allowing customers to practice the recommended social distancing by working from home, using remote or distance learning, keeping in touch with loved ones remotely, engaging in online commerce to obtain the supplies they need, and/or accessing telemedicine resources. Specifically, Totalcom has implemented the following voluntary measures to assist customers:

- Totalcom supports the Federal Communications Commission (“FCC”) [Keep Americans Connected Pledge](#), which ended June 30, 2020. As a means of keeping customers connected, a convenient payment plan option could be available to take care of outstanding balances and prevent service disconnection.
- Totalcom is providing free installations to connect service for households with students.
- Totalcom is also providing free public WiFi access points for students and other members of the public.
- Totalcom is providing service to a county emergency operations center.
- Totalcom’s customer-facing employees have gloves, masks as available, cleaning supplies, and handwashing supplies to ensure their health and safety.
- Totalcom has enabled several employees to work from home.
- The lobby at Totalcom’s headquarters’ building is closed to customer foot traffic. Customers can conduct business via telephone, online access at [totalcom.net](http://totalcom.net), and the drive-through window.
- Installations and trouble calls continue to be handled by Totalcom’s technicians. However, customers are asked health screening questions before the install/repair is performed. Technicians have gloves, masks, cleaning supplies, and handwashing supplies.
- The situation is fluid, and Totalcom will continue to carefully monitor the Commission, the FCC, the Centers for Disease Control and Prevention, the World Health Organization, the Federal Emergency Management Agency, and other relevant agencies for guidelines and best practices to keep our employees and customers safe. We are also keeping in touch with local officials and leaders in relevant communities.

Should you have any questions or concerns, Totalcom can be reached at (254) 893-1000 or [customerservice@totalcom.net](mailto:customerservice@totalcom.net)