

Dear CBC Customer,

The coronavirus pandemic is causing CBC to change some of its policies. To maximize the safety of our customers and staff, and maintain our operations, we will institute the following procedures immediately:

- Request that customers not visit our office, but instead use the phone - (757) 331-8700, mail, email - customerservice@chesbaycommunications.net or drop payments in our mail slot
- Minimize in home technical visits; we will work with customers over the phone to troubleshoot and install new equipment. (Equipment can be picked up or dropped off when necessary.)
- Reduce call answering hours; as our staffing level is changing, we ask your patience when your call goes to our voicemail and we need to call you back during normal working hours.
- Maintain CBC plant and equipment for full operation
- After hours support; no change
- As conditions change, we will review our operations and make changes as necessary to best serve our customers

With these new procedures, our goal is to maintain full operation of our cable TV and Internet services. Thank you for your understanding and patience! Please let us know if you have any questions.

Respectfully,

CBC Customer Service Team