

Dear Community Leader:

I am writing today to share important updates with you regarding Astrea's response to COVID-19. As a critical communication provider of internet, TV and phone services, we are committed to maintaining those communications while also maintaining the health and well-being of our customers, employees & communities.

We are responding to COVID-19 in the following ways:

### **NETWORK STABILITY**

The Astrea network that provides your community with your internet, TV and/or phone connection remains strong. We are closely monitoring the network performance as members of our communities exercise their work from home option or simply have increased the time they are spending in their home to prevent the spread of COVID-19. As a result, we are continuously monitoring bandwidth usage with tools that reveal network trends, along with performance and capacity reports to help us manage our network and keep your community's connection strong.

### **INSTALLATION & SERVICE ORDER PROCEDURES**

As declared by the U.S. Department of Homeland Security, during this declaration of National Emergency, we are deemed a critical communication facility and have authorization to travel to and access the infrastructure facilities during curfews and restricted travel periods in order to prevent loss of service or restore critical communication services.

To further protect our customers and employees, for upcoming installation and/or service order work being done, Astrea field technicians have been provided comprehensive cleaning and sanitization protocols that they are following before and after leaving a home or business. In addition, to protect our field employees, we are conducting verbal screening procedures with customers prior to scheduling work to verify exposure risk.

### **ASTREA ASSISTANCE PROGRAMS**

It is our mission to provide reliable, high speed internet access to rural communities so that those living in our small towns can stay connected to family, healthcare, work, education and entertainment while maintaining the lifestyle they love. The extent of that mission has never been clearer with the recent advancements of the COVID-19 outbreak.

As a result, we have introduced two new assistance programs for our communities:

#### **COVID-19 Connection Assistance Program**

In response to the closure of schools in both Wisconsin & Michigan, Astrea will be offering free high-speed cable internet broadband access for new K-12 & College Student income eligible households for 60 days.

**IMPORTANT:** The sign-up period for this program is limited and begins on March 17th and ends on March 31st. For a complete list of eligibility requirements & program details please visit: <https://go.astreaconnect.com/assistance>

### **Upgrade & Installation Assistance Program**

For any current Astrea customer that needs to move to a higher speed tier due to increased internet usage in their home, upgrade fees will be waived until May 29th.

In addition, for any new customer that signs up for Astrea services by May 29th, the new service installation fee will be waived. In the vast majority of Astrea communities, we are able to offer unprecedented speeds ranging from 50mbps to 1Gig (1000 mbps) to support the needs of our area families and those relocating to their homes for remote work.

### **CONTACTING ASTREA**

If you need assistance during this time, our Customer Advocate team is available to assist you. You can reach our team by visiting [www.astreaconnect.com](http://www.astreaconnect.com) and using our chat feature or by emailing [ask@astreaconnect.com](mailto:ask@astreaconnect.com). We are also available by phone at 800-236-8434. Updates on our response can also be accessed via this dedicated webpage: <https://astreaconnect.com/update/>

We are committed to assisting you through any disruptions that may arise relating to COVID-19. We will always put our customers and employees first, and that commitment has never been more important. It is a privilege to serve your community.

Stay healthy,

Cory

**R. Cory Heigl**

*Vice President and General Manager*

105 Kent Street | Iron Mountain, MI 49801  
[www.astreaconnect.com](http://www.astreaconnect.com) | (800) 236-8434