

Serving Rural America
Miller Telephone Co.

A TelAtlantic Company
Phone 417-452-3201
213 E. Main, P.O. Box 7 Miller, Mo. 65707

June 15, 2020

To our customers:

We, as a country, state, and community continue to face new and unknown issues related to the COVID-19 virus that continues to infect many people in this country. Here in Miller businesses are gradually opening up again, following local, state, and federal guidelines. Miller Telephone Company will open the business office to the public as of Monday, June 15, 2020.

We will be following guidelines established to minimize the spread of the COVID 19 virus as follows:

1. If you have a fever or have been exposed to anyone who has a fever or been exposed to the COVID 19 virus, DO NOT come to the office.
2. We will enforce the “**social separation**” guidelines of at least six (6) feet of separation in the lobby area. Due to the small size of the lobby only **one (1) person will be allowed in the lobby at a time.**
3. Glass shields have been installed across the counters to further prevent the spread of the virus, protecting you, the customer, and our employees.

Our commitment to you is to continue to provide the best possible service during these changing times, while doing everything possible to protect our employees from exposure to this virus.

We encourage you to continue to use the drop box located near the front door for payments. You can also pay online with a credit card, or call the office and pay with a credit card.

You can continue to call the office at 417-452-3201 with your questions. You can also email us at contact@millertel.net, and we will respond within 8 business hours?

If you have a service issue requiring our technicians to enter your home, we will continue to respond, however we are going to continue with the following procedure:

We may elect not to go into your residence if you or anyone in your household:

- Has had a fever, coughing, breathing issues or “symptoms of the flu” in the past two weeks;
- Has traveled out of the country in the past 30 days or been in contact with anyone that has; or
- Has been exposed to anyone with the Coronavirus.

When talking with the service representative or the technician you will be asked about these three issues and we will respond according to your answers. As always if this is an emergency situation, we will respond but will be taking additional precautionary measures to protect our employees.

We appreciate your consideration, understanding and willingness to work with us to protect you and our employees during these challenging times.

John R Ludenia
Vice President