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Due to the uncertainty the COVID-19 is creating in our region, NDTC has established precautionary guidelines. To protect the health of our team members and customers, the **NDTC lobby is temporarily closed.**

Be assured that with the resourcefulness of our people and technology, we are well positioned to continue the same level of service you have come to expect from NDTC.

#### **Payment Options:**

You will continue to have several convenient payment methods:

- Outside NDTC payment drop-off box
- Online payment at <https://gondtc.smarthub.coop/Login.html#>
- SmartHub® Mobile App
- Pay-By Phone by calling 1-844-843-6843

#### **Communication Options:**

If you have questions or concerns, feel free to:

- Call our Customer Care Team at 662-1100
- Contact our Help Desk, available 24/7 at 662.8350. Please have your login ready before you call the help desk.
- Email [support@gondtc.com](mailto:support@gondtc.com). When emailing support, please include a phone number where you can be reached.

#### **Onsite Visits:**

Before scheduling an onsite visit from one of our technicians, we will ask the following questions:

- Have you or anyone in your household visited a high-risk area within the past 14 days?
- Have you or anyone in your household been in contact with anyone who shows symptoms or has tested positive to COVID-19?
- Is anyone in your household ill (fever, cough, and shortness of breath)?

#### **FCC's Keep Americans Connected Pledge**

NDTC is participating in the FCC's Keep Americans Connected Pledge. For the next 60 days, NDTC agrees to:

- not terminate broadband or telephone connectivity to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic.
- waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic.

We appreciate your understanding as we follow the guidance of the Center for Disease Control (CDC) and public health officials. Please be assured that we will re-open our lobby as soon as we can.

We care about you, our team members and communities, and we're here to help in any way possible. We appreciate your business.

For more information about COVID-19, please visit the CDC's website at <https://www.cdc.gov/>.