



March 24, 2020 Announcement

KEEPING YOU CONNECTED

At Haviland Broadband our mission is to connect you to what is important through high-quality broadband, voice services, and the provision of superior internet experience. In the midst of the COVID-19 crisis, we are holding fast to our mission. We understand the importance of staying connected to voice and internet service for education, work, and personal health needs. We are not just service providers, we are your neighbors, and we desire to support our communities in this time of need.

Our (YOUR) Network Connection

Our broadband network is hardy and resilient. Haviland Broadband has always had built in redundancies and other safeguards to keep our customers connected. We are constantly monitoring and testing our equipment and infrastructure to keep YOU going. This was true before the COVID-19 crisis, and it continues to be true during this crisis. While we may be distancing our employees from customer's homes, there are still a number of things we can do from afar to make sure you have the best online experience possible. Please let us know if there are any service affecting matters; we will work to resolve them as quickly as possible.

Contacting Haviland Broadband

You can still reach us! Our lobbies may be closed, but we are still here, answering phones and working behind the scenes to keep your services going. Call us at 800-339-8052 (Haviland Office) or 800-287-7905 (Conway Office) between the hours of 8:00 am and 5:00 pm, Monday - Friday. Many upgrades and other service changes can be done over the phone.

Unlimited Data

To best serve our customers, we **continue** to provide unlimited internet data that is never slowed by usage. This has always been the case, as Haviland Broadband's Internet packages are based on SPEED, not USAGE!

Public Wi-Fi Internet

As a special service to further assist community members that may be impacted, we have set up WiFi hotspots at locations in our service area. These access points can be found on the map we currently have on our homepage: www.havilandbroadband.com. Generally, any buildings owned by the company will have public access.

No Late Fees and Modified Disconnect Procedure

We understand the ongoing COVID-19 situation may create financial difficulties for some customers. We also understand that for many of you, your broadband connection is now the only way for you to "get to work" and for your children to finish out their school year. If you are struggling to pay your bill, Haviland Broadband will not turn off your service or charge late fees during this crisis. Call us at 800-339-8052 (Haviland Office) or 800-287-7905 (Conway Office) to discuss your situation.

Watch our Facebook, website, and building fronts for further notice.

We are very aware of the opportunity we have to serve our communities as your internet provider of choice. We will do everything we can to meet the needs of our communities when our communities need us the most.

Thank you for being a loyal Haviland Broadband subscriber. We truly appreciate your loyalty.