



March 18th, 2020

To our valued customers,

Here at TruLeap Technologies, we are committed to keeping you connected to the world. Whether it's your home or business, you depend on us for safe, reliable phone and internet service. With all the uncertainty surrounding COVID-19, we want to personally assure you we are doing what we can to continue to provide the connectivity our communities depend on every day. We have committed to the FCC's "Keep Americans Connected Pledge." The Keep Americans Connected Pledge reads as follows:

Given the coronavirus pandemic and its impact on American society, TruLeap Technologies pledges for the next 60 days to:

- (1) not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic;
- (2) waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and
- (3) open its Wi-Fi hotspots to any American who needs them.

Along with that pledge, we are following the Centers for Disease Control and Prevention (CDC) recommendations to reduce the risk of spreading the virus. We are encouraging good hygiene and directing employees to stay home if they are sick or have sick family members. As practical, we are limiting in-person meetings and implementing social distancing. We are having many of our employees work from home and eliminating non-essential travel. Our technicians will be kept up to date with the latest CDC guidelines. They will do their very best to adhere to those guidelines, should you need service at your home or business.

In addition to these internal precautions, we are also limiting public access to all our facilities, as of today. These are unprecedented steps, but the evolving situation demands that we respond proactively to protect our communities and our critical facilities.

If you usually visit our offices to pay your bill, we encourage you to pay online, by mail, or in our drop box. Our local office will be unable to accept payment in person at this time. To learn more about payment options, visit <https://truleap.net/> and click on our Billpay link located at the top of the page. As always, our Customer Care Team is ready to help at 208-326-4331 or 1-775-755-2301.

These are difficult decisions and we are committed to keeping our employees and communities safe and healthy so that we can continue to provide the quality services that you have come to expect from us.

Stay safe and healthy,

A handwritten signature in black ink that reads "Bob".

Bob Kraut
General Manager