



PRESS RELEASE

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FOR IMMEDIATE RELEASE

Nex-Tech Releases Updated Covid-19 Service Plan

Hays, Kan, 5-1-2020 — Nex-Tech continues to monitor the COVID-19 (coronavirus) pandemic and its impact on employees and customers. Based on the expiration of the Kansas Stay-at-Home order and Governor Kelly's plan to reopen the state in phases, Nex-Tech has implemented its Phase 1 plan, and will open 12 of its 15 stores with restricted access, on Monday, May 4, 2020. Nex-Tech is an essential business and has instituted measures to help mitigate the spread of the virus. In addition, Nex-Tech will follow any local city or county guidance which may be more restrictive than the state guidance.

The summary of the steps Nex-Tech is enacting as it continues to focus on the safety of customers and employees, navigate this situation and ultimately return to normal operations are as follows:

- Store hours for the 12 open locations, including Lenora, Great Bend, Hays, WaKeeney, Russell, Hill City, Norton, Plainville, Phillipsburg, Smith Center, Osborne and Hoxie, will be 9:00 a.m. – 4:00 p.m. Stores will be closed from 12:00 – 1:00 p.m. to allow for additional sanitizing efforts.
- The Courtland, Quinter and Stockton Nex-Tech stores will remain closed during Phase 1.
- There will be one Nex-Tech team member working in the open stores and the door will remain locked.
 - Nex-Tech will limit entrance to one customer in the store at a time. When a team member is available, they will come to the door and welcome the next customer.
- Stores are stocked with hand sanitizer and disinfectant. Employees will increase handwashing throughout that day as well as store cleaning and surface disinfecting.
- Employees have been provided masks and will wear masks when interacting with customers.
- Employees will ask screening questions to each customer that enters a Nex-Tech store.
- Customers will be asked to wear a mask. They may wear their own or Nex-Tech will provide one.
- Customers will be asked to utilize hand sanitizer upon entry.
- If a customer needs assistance with a device or phone, Nex-Tech will ask the customer to first wipe down the device with a disinfectant wipe before handing it to the team member.
- Nex-Tech Customer Sales team members will continue to be available via telephone from 8:00 a.m. – 5:30 p.m. Monday through Friday and can be contacted by dialing 877-625-7872. Nex-Tech may also be contacted via email which allows more time to

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efficiently distribute work to Nex-Tech team members. Customers should include a short description of their request and include a callback number.

- Residential Customer Tech Support email: tech@nex-tech.com
- Business Customer Support email: concierge@nex-tech.com
- The Nex-Tech Help Desk will continue providing support during normal business hours and can be reached at 888-565-3200.
- Nex-Tech technicians will continue to perform installations and on-site repairs. They are increasing handwashing and will be equipped with disinfectant wipes and personal protective equipment.
 - Technicians will ask customers if there are individuals at the location who have been exposed to the virus, are experiencing flu-like symptoms, or have traveled from high risk areas. If this is the case, Nex-Tech will work with these customers on a case-by-case basis.
 - Nex-Tech has coached employees to be aware of the Covid-19 symptoms. If they are uncomfortable entering a home or business location, they may determine whether or not to proceed.
- To submit a payment, Nex-Tech asks that you do not make a special trip to the store. It is preferred that customers pay by phone by calling 877-625-7872, mailing their payment or by paying online:
 - <https://www.nex-tech.com/HelpDesk/BillingPayment.aspx>.

Nex-Tech would like to extend its appreciation to their customers and employees and thanks them for their patience and cooperation as they adjust to the new Phase 1 guidelines. When the state progresses to Phase 2, Nex-Tech will provide its updated procedures to the public.

Nex-Tech connects thousands of people and businesses through a robust broadband network and cutting-edge technology. Nex-Tech's powerful fiber-to-the-premise technology delivers the highest quality Internet, with speeds up to 1 Gig, streaming TV, home security, and local and long-distance phone service. Nex-Tech also provides an array of enterprise solutions including cloud services, cloud phone, network security, managed IT, physical security and surveillance, advertising solutions, and network operations monitoring to business clients nationwide.

Nex-Tech focuses on providing the best technology and support with the best people. With stores in more than 20 locations, a full-service Help Desk and 24-hour Network Operations Center, Nex-Tech customers are ensured unsurpassed technology and support. Headquartered in Lenora, Kansas, Nex-Tech has been delivering exceptional service for more than 65 years.

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