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## **Statement Regarding COVID-19 (Coronavirus)** **Jeff Nethercutt, Executive Vice President and General Manager**

Star Communications is closely monitoring the outbreak of the Coronavirus Disease 2019 (COVID-19) and is taking precautions to ensure the health and safety of our employees while maintaining our commitments to our valued members and customers. As a critical service provider, we take our role in your lives and business operations very seriously. We are in contact with state and local government officials, local school systems in Sampson and Bladen Counties, and the City of Clinton to provide Internet access to students during this period of school closures. Rest assured that Star Communications will endeavor to provide the technology needs to the communities that we serve with dependable connectivity while providing customer service to our members and customers.

Please keep in mind there are numerous resources available for transacting business with Star. Our mobile app is available for both Apple and Android devices with functionality to pay bills and monitor your accounts. Our website ([www.starcom.net](http://www.starcom.net)) also allows for customer interaction in all aspects of your relationship with your cooperative, be it our free chat service, online bill pay, or email. Our offices remain open and ready to assist, but we do encourage you to utilize the alternatives as we are trying to follow the guidance issued by the Centers for Disease Control (CDC) and other Public Health Agencies to observe social distancing. We are always available by phone to assist you in any way possible (1-800-706-6538).

Star Communications is and will remain your technology and communications partner throughout this crisis. Our network and employees are in place and dedicated to our mission of "Neighbors Serving Neighbors".