



BEK Communications Continues to Provide Essential Connections

April 30, 2020 – On the eve of Governor Burgum’s *ND Smart Restart* program, we find ourselves reflecting on the past two months and the months to come. Like you, we are adjusting to the new normal. Our thoughts remain with you and your families and we hope this finds you staying safe and healthy.

At BEK we’ve been inspired by your stories and wanted to share what’s been happening here. Since March 18th we have fulfilled all requests to participate in our BEK Cares program. Installing new connections every day brought critical services to BEK community members, 200 of which required access to online classes while the rest realized immediate work-from-home and telehealth benefits. So many of you have reached out to share comments of gratitude. We in turn are grateful that you placed your trust in us, allowing BEK to remove at least one burden from the worries of today.

BEK Communications and its employees continue to operate in a manner conducive to maintaining both customer and employee safety. We plan to continue the following guidelines, which can be found in full on our website, through Phase I and Phase II of Governor Burgum’s plan:

- *Offices with Restricted Access to the Public and Vendors*
- *Work-from-home/vehicle program for employees*
- *Limited Technician site visits to emergent needs*
- *Pre-calling all emergent appointments to review recent COVID exposure*
- *Increased and adjusted “remote” troubleshooting for non-emergent issues*

Finally, BEK’s Hardship Program remains in place and has been instrumental in helping several of our members and customers financially affected by the coronavirus.

Keeping you connected is and always has been our goal. We look forward to hearing more stories about how you are Making Connections that Matter.

RESIDENTIAL/SMALL BUSINESS

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