



## Milk River Cable Club

Box 698, 201 Main Street  
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Phone: 403-647-2115 Fax: 403-524-4750

Dear member,

Here are some notes on how the Milk River Cable Club is handling the COVID-19 crisis:

Our office is still open for regular business hours: Mon-Fri 8:30AM to 4:30PM.

There is a hand sanitizer dispenser in our office located right next to the door for public use, and we are taking the necessary precautions in the office to ensure it is clean and sanitary. All office staff are healthy with no symptoms of COVID-19, nor is anyone in their households presenting symptoms at this time.

Our Help Line is still open: Mon-Fri 8:00AM-9:00PM & Sat-Sun: 11AM-9PM.

We are still conducting service calls as weather permits; however, if someone in your home is in quarantine/self-isolation we will not conduct a service call. We appreciate your understanding.

All overage fees for exceeding your monthly data cap will be waived until April 30<sup>th</sup>. We hope to offset any concerns regarding increased usage caused by the pandemic for purposes of working from home, online schooling, entertainment etc. Please note, package changes will not be permitted during this time, as the courtesy is being extended to offset fees that may be associated with higher than normal usage due to COVID-19 quarantine and school closures.

Some TV networks are offering free previews until April 30<sup>th</sup>, Cable TV subscribers can take advantage of these free previews during this time. Please note, charges still apply for all customers currently subscribed to these channels, as the network does not waive the fees for previously subscribed services. Please see our community channel for more information.

We encourage members to use our online banking or pre-authorized debit/credit payment options during this time. Online banking is available through ATB, BMO, CIBC, Scotiabank, and TD. We have pre-auth forms available on the "Documents" section of our Website. We can also take credit card payments over the phone if needed.

As we receive them, we will be posting public notices from the County of Warner Health and Safety Coordinator regarding COVID-19, which can be found on our website ([www.milkrivercable.ca](http://www.milkrivercable.ca)) on our Community Channel (Channel # 231) as well as our Facebook page. We encourage everyone to please refer to credible sources for information such as Alberta.ca/covid19 or albertahealthservices.ca.

We hope that everyone is staying safe and healthy during this difficult time.

Phil Wright  
General Manager  
Milk River Cable Club  
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