



Star Communications Public Announcement – COVID-19 Update:

We recognize the importance of continuing to provide critical services to our customers in these challenging times. We are writing to let you know of the steps we are taking to ensure the continuity of our services.

Star is closely monitoring the impact of COVID-19 and how it affects our employees and customers. Star has developed and is in the process of implementing an action plan concerning how we will handle our employee body and customer interactions as the virus spreads. It is our goal to keep essential services up and running, all while protecting our employees and customers.

First and foremost, Star is not closing down, far from it. We will be conducting business differently starting Tuesday March 24th. We will be closing our offices to walk-in traffic. We understand this will be an inconvenience, however, we must do our part in stopping the spread of this terrible virus. We will be staffing phones, operating chat from our website, handling drop box payments, drive-thru payments, communicating via our App and website (www.starcom.net) and adding new service orders over the phone.

As many of you know, Star offers connectivity to most of our service territory. We also provide services to many customers in and around the towns and cities of our area. For those that do not subscribe to Star’s Internet services, we are installing over 30 FREE public Wi-Fi hot-spots around our service territory. Internet will be available from 8:00 am until 9:00 pm each night. These locations will have an increased law enforcement presence thanks to the Clinton and Elizabethtown Police Departments and the Sampson and Bladen County Sheriff’s Departments. We would like to thank them for all of their efforts.

The following is a list of locations that will have Wi-Fi hot-spots installed as of this announcement; however, this list may change over time. We will keep everyone updated, as equipment becomes available and sites come on-line. The locations that already have service available are noted below with an Asterisk “ * ”.

| <u>Sampson/Clinton School Locations</u> | <u>Bladen County School Locations</u> |
|--|--|
| Union High School – Students Only* | Tar Heel Middle School – Open Access* |
| Hobpton High School – Students Only* | West Bladen High School – Open Access* |
| Midway High School – Students Only* | East Bladen High School – Open Access* |
| Lakewood High School – Students Only* | Bladenboro Middle School – Open Access* |
| Butler Ave School – Students Only* | East Arcadia School – Open Access* |
| LC Kerr School – Students Only* | Bladen Lakes Primary – Open Access* |
| Sunset Ave School – Students Only* | Clarkton School of Discovery – Open Access* |
| Sampson Middle School – Students Only* | |
| Clinton High School – Students Only* | |
| Sampson Community College – Open Access* | |
| Harrells Christian Academy – Open Access | |
| Mintz Christian Academy – Open Access | |



Public Open Access Wi-Fi Locations: (As of Wednesday the 25th, 3:00 pm)

| <u>Sampson County Open Wi-Fi Access</u> | <u>Bladen County Open Wi-Fi Access</u> |
|--|---|
| Star Retail Store (Lowe's) – Open Access* | E'town Farmers Market – Open Access* |
| Newton Grove Library – Open Access* | Rowan PFWB Ch. Ivanhoe – Open Access |
| Garland Library – Open Access* | Centerville Baptist Ch. Kelly – Open Access |
| Roseboro Library – Open Access* | 242 Ammon Grill – Open Access |
| Clinton Library – Open Access* | Star District Office (E'town) – Open Access* |
| Star Office (421 Hwy) – Open Access* | |

We appreciate your partnership and we remain committed to providing you with the highest level of service in a safe and responsible manner. Should you have any questions or wish to discuss this situation further, please contact your local service representative at 1-800-706-6538.

Star Communications
Neighbors Serving Neighbors