

Keeping You Connected While Limiting the Spread of COVID-19

As we transition your services to fiber optics in your community, we would like to assure you that Golden West has implemented policies and procedures to keep our customers and employees safe and help limit the spread of COVID-19.

Our contractors working in your area follow the same protocols.

Our Contractors Will:

- Schedule an appointment to perform work inside your home or business.
- Go through a short symptom and exposure checklist when making the appointment and again before entering your home or business.
- Sanitize their hands before entering.
- Wear a mask when working indoors during the installation, and you are welcome to wear a mask, as well.
- Minimize personal contact and will maintain as much personal space as possible when working in your home or business.
- Minimize overall touchpoints inside your home or business and will ask before touching or moving things in indoor living spaces.
- Have materials on hand to sanitize devices installed or used, if requested.

Contractors Display Identification for Safety

Additionally, all Golden West contractors all wear name badges identifying their affiliation with us, and display stickers on their vehicles indicating they are Golden West contractors. Don't hesitate to ask to see a name badge or vehicle decal before a contractor enters your home or business.

Should you have questions or concerns, contact us by calling **1-855-888-7777** or online at goldenwest.com through the Chat button between 8 a.m. and 5 p.m. Monday through Friday. You can also use Contact Us form on our website anytime, and we will get back to you the next business day.

