



38-40 Temple Street
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www.dftcommunications.com

To our loyal customers and friends:

Although we are open for business at DFT Communications as an Essential Critical Infrastructure Workforce, DFT has made the decision that it is in the best interest of our employees, our customers and neighbors to close our offices and The Netsync® Store to payments and visitors effective Tuesday 3-24-20 due to the COVID-19 Corona Virus.

While our lobby and store will remain closed, we will be available to make in person appointments on a limited basis. You will be asked to verify that you have not been ill nor that anyone in your home or place of work has been ill. To arrange an appointment please call 716-673-3000. To make a payment, please consider signing up for our Electronic Funds Transfer (EFT). This will automatically pay your bill from your bank account and as an added incentive we will give you a \$10.00 statement credit for signing up. You can also utilize our over-the-phone or online bill pay options or use the US Postal Service. Our night deposit box located at the front door of The Netsync® Store at 38 Temple Street in Fredonia is also available 24 hours a day.

If you are bringing a laptop or computer in for repair/upgrade, please call ahead. Thoroughly wipe down and disinfect the equipment before it is delivered to our office. Arrangements can be made to pick up and deliver equipment to you once it is repaired/upgraded as well at no additional cost. This same procedure would hold true for exchange of modems/routers that are being replaced.

As we all navigate our way through this difficult and unprecedented time, your patience and understanding of our desire to protect our DFT Team and our Community are foremost in our thoughts.

Sincerely,
DFT Communications Management