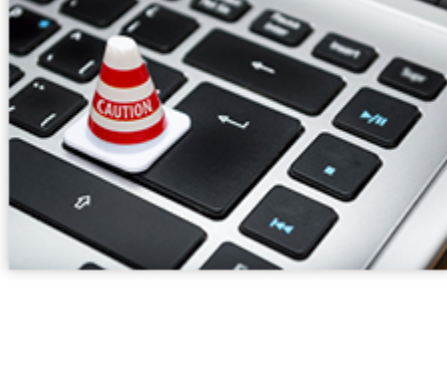


CUSTOMER ALERT

Our Response To Help Contain COVID-19

This update is an effort to keep you informed about the steps we are taking during the Coronavirus pandemic.

DFT as a designated Essential Work Force will continue to strive to provide the best possible service and repair services to our customers and neighbors as we continue to navigate through these uncertain times. Keeping our team, customers and community healthy and safe remains our top priority.



What we are doing here at DFT

We now have nearly one half of our employees working remotely from home.

DFT has elected to close our store and walk-in payment center at 38 Temple Street in Fredonia in an effort to prevent exposure to our employees and customers.

DFT is offering a \$10.00 bill credit if you select to sign up for our Electronic Funds Transfer (EFT). This is where bill payment is automatically made from your checking or savings account. You may also pay by using our [Bill Pay on-line](#), calling in by phone to 673-3000, by mailing your payment or by using our night deposit box 24 hours per day, located by the front door at 38 Temple Street in Fredonia.

[DFT's computer repair service](#) will schedule picking up or dropping off your repaired equipment at no additional cost. Please understand that some repairs may take a little longer to return with this new policy. Exchange of internet modems/routers will follow the same plan.

Should you need service at your home, our call center and customer service representatives will be asking the following questions in order to prevent virus exposure:

- Is anyone in your home feeling sick?
- Has anyone in your home been sick recently or had a fever?
- Has anyone in your home traveled outside the immediate area recently?

If the answer to any of these is yes, we will need to schedule an appointment for a later date.

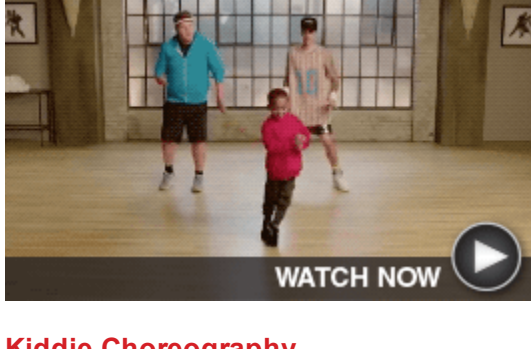
Our Construction and Installation crews have been given a procedure to follow and it is up to them to determine if they feel comfortable to enter a home.

Any employee feeling ill has been instructed to remain home and seek medical attention. They are also asked to remain home if a family member in the household is feeling ill.

Our staff is performing ongoing environmental cleaning of work surfaces and common areas like restrooms are being disinfected on a regular basis.

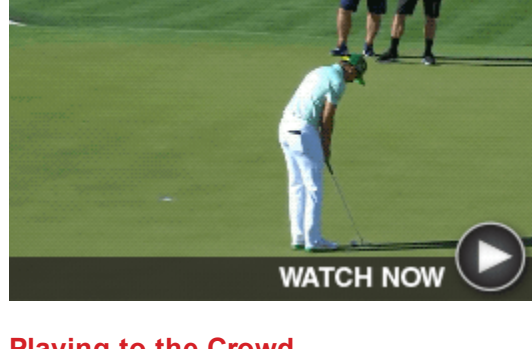
In addition to our offer of a \$10.00 statement credit for taking advantage of our EFT payment program, DFT is offering free internet service through June 30, 2020 to any new sign-up with K-12 school age children at home, college students or those now working from home. There is no obligation to continue service after June 30, 2020.

MUST-SEE VIDEOS



Kiddie Choreography

James Corden and Justin Bieber try to keep up with their tiny dance instructors with unexpected, cute, and hilarious results.



Playing to the Crowd

At the 2020 Waste Management Phoenix Open, Rickie Fowler riles up an excited crowd before effortlessly sinking a putt.

NEWS AND VIEWS

We've Still Got You Covered

Corona Virus (COVID-19) may be keeping everyone distanced, but that doesn't mean you can't have a professionally monitored home security system.

DFT Security now offers self-install with DFT ProAssist kits, giving you the peace of mind that you are protecting both your home, and your health.



SYSTEMS STARTING AT

\$599.99

Includes up to 4 door contacts and choice of motion or glass break

A Resideo Lyric Controller Self-Install Kit brings a completely wireless home security solution to you, with the help of a DFT Virtual Pro to get you started.

Don't miss out on our limited-time monitoring special offer!

ONLY \$39.95 /monthly

AND YOUR FIRST MONTH IS FREE!

Act by April 30th and you'll also receive:

• **\$100 OFF** your system!

• A FREE key fob with Panic Button to control your system or call for help when you need it.



CALL TODAY! 716-673-3000

*Offer available to residential customers only at this time. Equipment must be paid for in full up-front, with 3-year agreement. Customer is entitled to a 1 hour free wellness visit after government COVID-19 regulations are lifted. Offers expire 04/30/20. Call for details 716-673-3000.



Locally Owned and Operated
38-40 Temple Street, Fredonia, NY 14063 • 716-673-3000 • www.dftcommunications.com



resideo
premium security dealer

This is the time to GO CLEAN and save green.

With the adjustments we are all making in our lives due to COVID-19, there's never been a better time to switch over to Electronic Fund Transfer (EFT) from DFT. EFT takes the worry out of paying your DFT bills. Connect your checking or savings account or credit/debit card to have your payment automatically withdrawn each month.

EFT helps you keep safe and healthy with:

- No need to use a stamp.
- No running out to pay your bill.
- Save time and gas.
- No need to even lick an envelope!

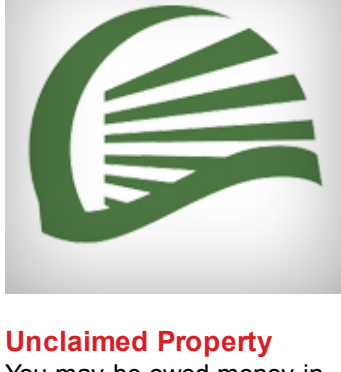


As an added bonus, DFT is offering a \$10 statement credit for taking advantage of our EFT payment program, email billing or online billpay system!

*Paperless is mandatory. \$10 off is a one-time bill credit at sign-up only. Applies to new sign-ups only.

[Click here](#) for more information.

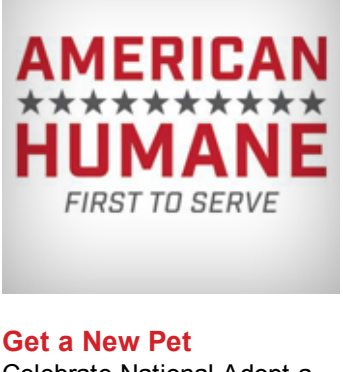
SITES OF THE MONTH



Unclaimed Property

You may be owed money in the form of uncashed checks, security deposits, overpayments, and more.

[Learn more...](#)



Get a New Pet

Celebrate National Adopt a Shelter Pet Day on April 30 by finding a new furry friend to take home.

[Learn more...](#)



Tips for Better Health

This site shares great ideas for exercise, diet, cooking, nutrition, supplements, and stress management.

[Learn more...](#)

CUSTOMER ALERT



SCAMMERS TRYING TO CASH IN ON COVID-19

Scammers use every opportunity to trick you out of your money or personal information and that includes situations...

[CLICK HERE FOR DETAILS ►](#)

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COOKING DEMOS



Chicken Taco Avocados

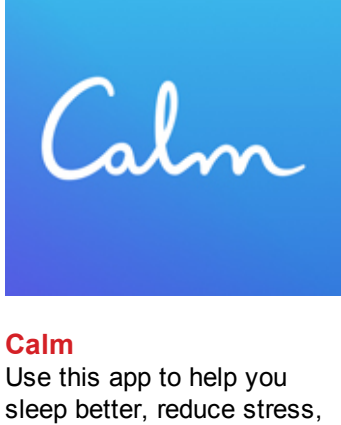
Try tacos with avocado "shells" at your next Taco Tuesday dinner. They're delicious and super easy.



Key Lime Pie

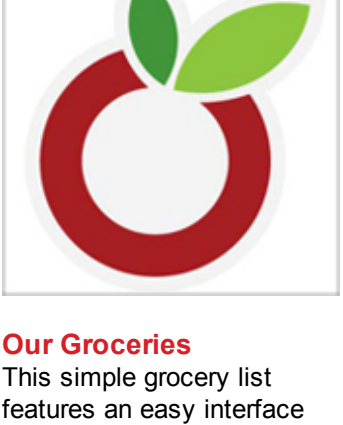
No need to go to a restaurant to get enjoy this dessert! Make your own Key Lime Pie in just a few steps.

POPULAR APPS



Calm

Use this app to help you sleep better, reduce stress, minimize anxiety, and increase happiness. [Learn more...](#)



Our Groceries

This simple grocery list features an easy interface that you can share with others in your home. [Learn more...](#)



SwiftKey

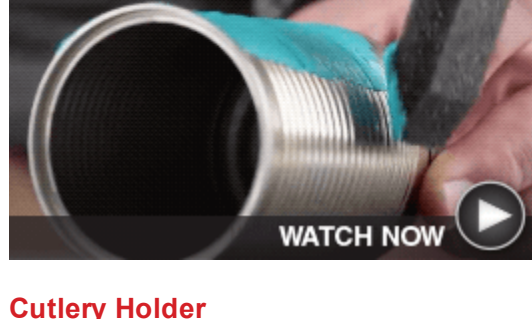
SwiftKey learns your writing style to improve autocorrections when you type or swipe on your phone. [Learn more...](#)

CRAFTY IDEAS



CRAFTY IDEAS

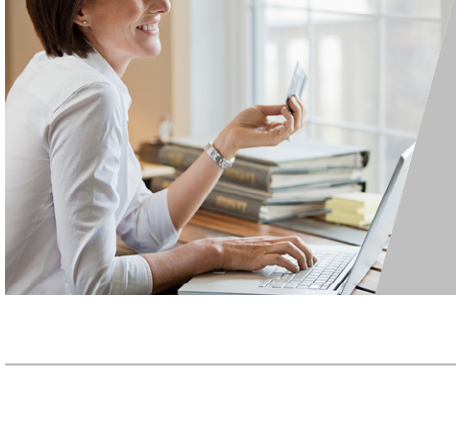
Bump backyard bird watching up a notch by providing your feathered friends with these fun, colorful bottle feeders.



Cutlery Holder

Whether you're at your kitchen table or having a picnic in the park, use this cute container to keep your utensils organized.

FAQ / TUTORIAL



HOW DO I STAY SECURE WHEN I SHOP ONLINE?

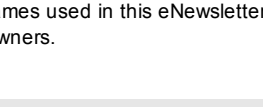
Question: I'm doing more of my shopping online these days. What steps should I take to make sure my personal and financial information stays secure?

[CLICK HERE FOR THE ANSWER ►](#)

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