



## *Bijou Telephone Co-op.*

---

### **NOTICE TO THE MEMBERS**

**March 23, 2020**

As news about the public health concerns posed by the Coronavirus continues to evolve, Bijou Telephone Co-op will be adjusting our operations in response to those concerns. The Board of Directors has decided to postpone the 2020 Annual Meeting. We will notify our members of a new date and time for the Annual Meeting once it is appropriate to do so.

Bijou Telephone Co-op is currently open and operating to ensure that our member's needs are taken care of to the best of our ability. For the safety and well-being of our members and our employees, we will be adjusting our hours of operation until further notice. Our temporary hours are Monday – Friday, 8:00 A.M. to 5:00 P.M. We ask that each of you try to limit your contact with our staff, whenever possible, to phone calls and emails in an attempt to slow the progression of the virus. Our lobby will remain open to customers by appointment only. You may contact the office to make an appointment by calling 303-822-5400 or by email at [webadmin@netecin.net](mailto:webadmin@netecin.net). We will keep our members updated with any changes to our operations via our website [www.netecin.net](http://www.netecin.net).

Due to recent inquiries, and as part of our Annual Meeting Agenda, I would like to update the members on our current projects. Bijou Telephone Co-op has secured funding to finish our Fiber To The Home project. We intend to move forward with the last of our construction this summer. We have roughly 90 miles of cable left to place in order to complete this construction project. We are working to connect those members that have already been built to as quickly as possible. Given the scope of the project and the size of our organization, you will see more outside contractors working with us to finish this project.

We completely rebuilt the core of our internet network in 2018 and 2019, and the results of those upgrades has been evident in the last few weeks. With the increased demand on our network from telecommuting and home schooling, the upgraded equipment is operating under 50% of its current capacity during peak hours. During this time of increased demand, we are working to create Wi-Fi hotspots and other options to help people stay connected. We are also upgrading our internal network links to allow for further demand requirements to be met in the near future.

2019 was a good year for the co-op and that was evident with our payments of capital credits. Given our financial position, and in an effort to encourage an understanding of how our co-op works, we made disbursements for multiple years of patronage. In total, Bijou paid out over \$250,000 in capital credits to our members in 2019.

We understand how much your daily lives depend on staying connected to the world around you. Know that Bijou Telephone is constantly working to maintain and improve our network to meet your needs. We take great pride in our co-op and will continue to work to provide you the best service possible.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Brian Creveling', is written over a blue horizontal line.

Brian Creveling, General Manager