

March 16, 2020



**Customer Update:**

GVTC's number one priority is to take care of its employees, customers, and the general public. We understand our important role in delivering critical services throughout our service area and want to let you know we are in this together. With the ever-changing status of the Coronavirus (COVID-19) pandemic rest assured we are taking all necessary precautions to protect the safety of everyone affected.

**Effective Tuesday, March 17, 2020, all GVTC lobbies will be closed to the general public until further notice.** We will remain in operation during normal business hours, however, for the safety of both our employees and customers, we ask that the public be respectful of these changes.

**For customers wishing to return equipment, please take the following steps:**

1. Place all equipment in the plastic bag provided at the GVTC office. There will be signage at the front door to indicate where you should go
2. Fill out the form and place inside the bag with the equipment
3. Place the bag in the bin labeled "Equipment Drop Off"

We will pick up the equipment throughout the day. Please allow 24 hours for the equipment return to be processed on your account.

**Customers are encouraged to access their accounts through either:**

- the GVTC Start App or
- by contacting our customer care representatives at (800) 367-4882 Monday – Friday from 8 a.m. to 5 p.m.

For more information, visit [gvtc.com/covid19](http://gvtc.com/covid19).