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CresComm WiFi, LLC

Dear valued customer,

Our world is facing unprecedented challenges. On behalf of CresComm, we want to extend a personal note to let you know how we as a company are working to protect our employees, customers and partners. Health and safety remain our highest priority.

We are committed to being responsive to the needs of our customers as this dynamic situation evolves. We are monitoring this situation and providing updates to our employees in Port Angeles and Long Beach with the necessary information and protocols to ensure minimum disruptions, and to make sure we are doing everything we can to provide you the support and service you need. The plans we have in place are designed to ensure our continued service to our customers.

During the school closure and thru 5/5/20 we will be eliminating bandwidth caps on our plans \$159.95 MRC and higher. (Late fees will be waived) We're sure the extra use of our network during the daytime from those of you homeschooling your children and telecommuting for work from home will be noticeable.

We are available by phone weekdays accept holidays 10:00 AM till 5:00 PM for sales and customer service. 24/7 Tech Support is available at 800-562-8064 if you are having trouble with your service. Our Tech Staff (Neal, David and Bob) get an email sent to them about your call. One of them will get back to you.

We ask for your patience as the impacts of COVID-19 unfold, and we will continue to communicate with you in a timely and transparent way. Don't hesitate to reach out to us with questions or concerns.

Neal Moilanen
Lead Tech, KF7ZET

David Neys, W7PDQ
Tech

Bob Pensworth, WA7BOB
General Manager

