



**ALASKA POWER & TELEPHONE COMPANY**

193 OTTO STREET | PO BOX 3222

PORT TOWNSEND, WA 98368

PHONE: (800) 982-0136 | FAX: (360) 385-5177

Dear AP&T Customer:

Due to concerns about the spread of the COVID-19 coronavirus, and to ensure the health and safety of customers and staff, AP&T offices and facilities will close to the public beginning Wednesday, March 18<sup>th</sup> through April 6<sup>th</sup> at which time we will reassess the situation.

Though our offices will be closed, customer service representatives will be available to answer calls, provide account information, and assist customers with the process of making a payment telephonically or online (see below). Our offices will be available for your calls Monday through Friday, 9am to 4pm. Should the need arise where you need to visit our facilities please call to arrange an appointment.

AP&T intends to temporarily suspend service disconnection for any household experiencing a financial hardship related to COVID-19. Please contact customer service to qualify and make a payment arrangement for your account to ensure your service is not suspended in the future.

Additionally AP&T will:

- Waive late fees and finance charges on all services it offers to customers through April 30<sup>th</sup>.
- Waive all data overage fees on broadband accounts through April 30<sup>th</sup>.

We know that broadband connectivity during this time is crucial and that many home and work situations will be changing, AP&T will continue to do everything in our power to take care of you. We are committed to keeping you connected.

Please contact us if there are other ways we may be of service to you during these trying times. Everyone at AP&T is grateful for the opportunity to serve you.

Sincerely,

A handwritten signature in blue ink that reads 'Michael Lavett'. The signature is written in a cursive style and is positioned above a horizontal line.

President / CEO

Smart Hub Online Payment:

Power - <https://alaskapowercompany.smarthub.coop/Login.html>

Telecom - <https://aptalaska.smarthub.coop/Login.html>

One-Time Payment Option

Telecom-Pay Now – Login <https://aptalaska.smarthub.coop/PayNow.html>

Power-Pay Now – Login <https://alaskapowercompany.smarthub.coop/PayNow.html>