

Coronavirus/COVID-19 Risk Disclosure, Waiver and Release

OVERVIEW

Minburn Telephone Company and subsidiaries d/b/a Minburn Communications (the “**Company**”) is closely monitoring the active Coronavirus/COVID-19 pandemic and its impact on the communities we serve. To keep our customers, employees, and families safe, the Company is following the Iowa Department of Public Health (IDPH) and Centers for Disease Control (CDC) guidance for our business operations. In addition, we are monitoring information from local health agencies and healthcare providers. To best protect our employees, we have implemented workplace controls and protocols based on guidance issued by IDPH, CDC and the Occupational Safety and Health Administration (OSHA).

Symptoms and Asymptomatic Carriers: Infection with SARS-CoV-2, the virus that causes COVID-19, can cause illness ranging from mild to severe and, in some cases, can be fatal. Symptoms of infection typically include fever, cough and shortness of breath. Some people infected with the virus have reported experiencing other non-respiratory symptoms. Other people, referred to as asymptomatic carriers, have experienced no symptoms at all. According to the CDC, symptoms of COVID-19 may appear in as few as 2 days or as many as 14 days following initial exposure.

How COVID-19 Spreads: Infected people — including asymptomatic carriers — can spread the virus to other people. The virus is thought to spread mainly from person-to-person, including:

- People who are in close contact with one another (within about 6 ft.).
- Through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in or near the mouths or noses of people who may be nearby or possibly be inhaled into the lungs.

It may also be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose or eyes.

Infection Prevention Measures: The Company has implemented and continues to adhere to policies and protocols designed to combat the spread of Coronavirus/COVID-19. Our practices include strict health and personnel hygiene protocols, strict social distancing measures and prompt identification and isolation of potentially infectious individuals. When feasible and available, we provide our employees with appropriate forms of personal protective equipment. **Notwithstanding our policies and protocols, we are unable to guarantee that our employees have not been exposed to the virus.** Based on the risks known to us at this time, it is the Company’s

policy not to perform in-person service visits unless the customer requesting service is willing to sign the attached Risk Disclosure, Waiver and Release.

Depending on the requested service, remote assistance may be available. If you prefer a remote service option, please ask for available options and details.