



VALU-NET, LLC

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ValuNet FIBER Announces FREE Wifi

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Procedural Changes for Customers

March 18, 2020

ValuNet FIBER has announced the availability of free WiFi service for educational use and for those that have no other Internet availability along with procedural changes for customers to ensure our network availability. Emporian's can access the free, shared WiFi from 6th to 10th on Commercial street and the parking lots East and West of Commercial street between 7th and 8th Avenues. This service is intended to help those in need and assist with any online learning programs that are implemented by our local and surrounding educational institutions.

We recognize staying in touch with your family, friends, school and work has never been more important. In order to meet our customers' needs we stand ready, willing and able to ensure traffic flows smoothly across our network. We continue to maintain our network and ensure 100 percent availability to our entire community 24 hours a day and 7 days a week.

ValuNet FIBER is taking several steps to minimize the risk to our customers and staff. We continue to follow the recommendations of the CDC while practicing social distancing. A core team of our staff will remain in the office, while others will be working remotely to continue to serve you. We are taking steps to resolve customer issues over the phone as much as possible. Our Customer Care team is always ready to assist and work on any issues that may arise and will do everything we can to minimize a technician dispatch. If a technician visit is required, we will screen our customers and perform extra steps to ensure we keep both our customers and our technicians safe.

The new few weeks are going to impact our entire community and it is important that we all stay-up-to date on what is happening in our country and world. More importantly we must all work to minimize the impact of this event on our entire community. Call, email, FaceTime, text your friends, family and business associates, but do not plan a large gathering. Use soap and hand sanitizers anytime you encounter someone. Working together and keeping our distance will help us all. In the weeks to come, ValuNet FIBER pledges to continue to work and assure we keep the Emporia community connected and safe.

About ValuNet FIBER ValuNet FIBER owns and operates an all fiber optic network in Emporia, KS and provides gigabit broadband Internet, Voice and Video.

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