



**To:** Áan Chúuphan Subscribers  
**Date:** April 30, 2020  
**RE:** Service Continuity

The Karuk Tribe recognizes the importance of reliable internet access, especially during this Covid-19 Pandemic, while most of you are working from home and/or home-schooling your children. We would like to take this opportunity to reach out and provide information on what we are doing, and will continue to do, going forward.

As you have likely noticed, we have seen a surge in usage since the Shelter in Place Order was issued for Humboldt County. To meet this need, the Karuk Tribe has ordered additional radios to meet this greater demand. Some of these new radios have been installed. The installation for the rest of the radios is expected in the first two weeks of May.

As with all businesses, we have experienced modifications and disruptions to our normal operations, and are continuing to adapt as quickly as we can. Although new installations will continue throughout the pandemic, they may be delayed due to social distancing requirements, for the safety of both our technicians, and our subscribers.

Although the Karuk Tribe monitors Áan Chúuphan service very closely, we are not always aware of outages or customer issues, we rely upon reports from our subscribers to know when a problem occurs.

- To report a problem, please contact Áan Chúuphan Technical Support at:
  - (530) 627-3695, Option 2; or
  - [ACSupport@karuk.us](mailto:ACSupport@karuk.us)
- Support hours are 8am to 12pm, and 1pm to 5pm, Monday through Friday.
- We will be implementing a Trouble Ticket System that will generate an immediate response with a Ticket Number upon submitting an Email Support Request in the near future.

The Karuk Tribe has agreed to not disconnect any accounts for non-payment through May 31. Charges will continue to accrue during this time, and be payable when that grace period expires. This deadline may be extended if the public health emergency persists beyond this date.

Please also take a moment to ensure that your contact information is current in our records. We would like to be sure we have accurate email, telephone, and cellular contacts for each account, as we will be starting contact lists for subscribers who would be interested in receiving email/text notification of major issues or outages. While we recognize many of you receive your email/cellular service through Áan Chúuphan, there are times this notification system will still be useful to deliver timely information to you.

Yootva (Thank You) for being a subscriber, we look forward to continuing to meet your needs throughout this public health emergency.

---- Vúra Yávhi ---- (Stay Safe)!