

# Choice NTUA Wireless Joins NTUA Temporary Disconnection Policy in Response to COVID19

The Navajo Tribal Utility Authority (NTUA) is an essential public service company and has a commitment to maintain and operate multi-utility services for the people of the Navajo Nation. Choice NTUA Wireless (NTUAW) believes in the same commitment. Together, both NTUA and Choice NTUA Wireless have implemented a temporary policy in response to the current global health crisis. The temporary policy was initiated to assist residential customers who are directly or indirectly affected by COVID-19. We appreciate your understanding.

## NTUA & Choice NTUA Wireless will:

- Delay utility and mobile phone/Internet service disconnections for residential customers
- Waive late fees for residential utility and mobile phone/Internet customers
- Waive reconnection/activation fees for residential utility and mobile phone/Internet customers

### Paying your Utility and Mobile Phone/Internet Bills On-line

It is important that NTUA & Choice NTUA Wireless Customers try to keep current on their utility/mobile phone/Internet bills to prevent current and future financial hardship. In order to prevent the spread of the virus, please consider paying your bills through the following means:

- **Online:** Pay online at [www.ntua.com](http://www.ntua.com) ;  
Choice NTUA Wireless:  
<https://mychoice.choice-wireless.com>
- **Phone:** Pay through automated phone numbers: NTUA 1-866-903-4452 ;  
Choice NTUA Wireless: 928-730-2273
- **Drop Box:** Drop your payments into the drop box that is located @ each NTUA District Office. Please label your ChoiceNTUAWireless payment - NTUAW
- **Mail:** Pay your bill through the mail.  
**NTUA:**  
Box 170 Fort Defiance, AZ 86504  
**Choice NTUA Wireless:**  
PO Box 1947, Chinle, Arizona 86503

### This Temporary Policy only Applies to Residential Customers

If you are a non-residential customer and you need assistance in paying your utility and phone/internet bills because you are directly or indirectly affected by COVID-19, please contact

**NTUA Customer Service at 1-800-528-5011 ;  
Choice NTUA Wireless: 928-730-2273**

- As such, when the time comes to end this Temporary Policy, NTUA & Choice NTUA Wireless will provide ten (10) days' notice.
- This Temporary Policy may continue to evolve as the global pandemic continues and the global response continues to develop.

NTUA District offices & Choice NTUA Wireless stores will remain open because we understand that there are individuals who do not have the means to pay on-line or through the phone. You can continue to pay your bills in person, but we strongly encourage you to pay your bill online, by phone, through the mail, or at the Drop Box located at each NTUA District office. We are making these changes to do our part to stop the spread of COVID-19.

### Unable to Pay because You are affected directly or indirectly by COVID-19?

If you are unable to pay your utility and phone/internet bills because you are affected directly or indirectly by COVID-19 and the response to COVID-19, please contact NTUA and Choice NTUA Wireless so we can work with you. Please contact us by calling:

- NTUA Customer Service: 1-800-528-5011
- Choice NTUA Wireless Customer Service: Choice NTUA Wireless: 928-730-2273

### Utility and Mobile Phone/Internet Statements Not Changing

Your utility and mobile phone/Internet bills will continue to state the disconnect date for non-payment. Please know there will be no disconnections at this time for residential customers.

### If you have any other questions - Please send and we will reply:

- Through the NTUA Website: [www.ntua.com](http://www.ntua.com) ; [www.choice-wireless.com/support](http://www.choice-wireless.com/support)

## Our Pledge to the Navajo Nation

NTUA and Choice NTUA Wireless will honor our commitment to provide and maintain reliable multi-utility services to the Navajo Nation and surrounding areas. We are closely monitoring COVID-19 updates, Navajo Nation leadership updates, and the Centers for Disease Control (CDC) recommendations. Therefore, in response to the global health crisis we will stand prepared to continue to provide the high level of service you have come to expect from us. We are both Navajo Owned, Navajo Proud. Thank you & Ahe'hee'.