

# Attention ATMC Customers

As the situation with COVID-19/coronavirus continues to evolve, ATMC remains committed to keeping you connected and supporting you through a consistent level of superior customer service. These unprecedented times call for unprecedented levels of caution, concern and accommodation to be extended to ensure both your safety and the safety of our ATMC team members. Every precaution taken can help limit the spread of the virus.

As a result, ATMC will be closed on Saturdays until further notice. In addition, effective Monday, March 23rd ATMC will suspend all in-person customer access at our Shallotte, Leland, Sunset Beach and Whiteville customer care locations. Despite not being open for walk-in customer care, here are ways we will still be able to support you:

- **By phone-** An increased number of customer care representatives will be available by phone to assist you with new service requests, account changes, service issues, and to answer questions. You may reach our customer care call center at 754-4311, Monday - Friday, 8 AM to 6 PM.
- **Online-** Through our myATMC customer portal available at [www.atmc.com](http://www.atmc.com), you can manage your ATMC account 24/7. To establish login credentials for myATMC access call 754-4311.
- **Payments-** To make a payment use one of the following methods: send it by mail, pay by phone using our automated payment system by calling 754-4311, or pay online through the myATMC customer portal at [www.atmc.com](http://www.atmc.com). The drive-thru window will remain open for now at our Shallotte headquarters location. ATMC also has secure payment drop boxes available outside at our Shallotte and Sunset Beach locations.
- **Equipment Returns and Exchanges-** If you need to return or exchange equipment like cable modems, remote controls or cable boxes, you will be able to do so at our Shallotte or Leland locations, Monday- Friday, 8 AM and 6 PM. To exchange equipment in Shallotte use the left lane of our drive-thru window. In Leland we ask that you follow the instructions on the door and a customer care representative will help you through the process.
- **Installation and Repair Visits-** For the time being ATMC will still operate our repair and installation appointments, however a screening process will be in place to ensure that ATMC technicians avoid entry to homes where residents have exhibited flu-like symptoms or symptoms consistent with COVID-19/coronavirus, or have had contact with someone who has tested positive for the virus."

We appreciate your understanding and cooperation as we work to support you during these difficult circumstances. Our hope, like yours, is to return to regular operations as soon as possible.



**910.754.4311**  
**[www.atmc.com](http://www.atmc.com)**