

[COMPANY LOGO]

Important Update Regarding COVID-19 – The Coronavirus

To Our Customers,

I am reaching out to give you insight into how [COMPANY] is responding to the coronavirus (COVID-19) crisis. Your well-being and that of our employees is our number one priority. Like you, I am aware of the importance of the critical connections we provide to you that you use for work, school, communicating, safety and entertainment. We are in the business of connecting and communicating, whether through broadband Internet, phone and video, and it's our job to make sure we keep those connections strong and reliable.

Monitoring Your Needs

Our call centers and offices are fully operating and staffed as usual with our team of specialists who are ready to help you whenever you need us. Essential steps have been taken to ensure the health and safety of our employees, allowing them to provide excellent, uninterrupted [COMPANY] service. Whether your needs involve Internet, phone or cable video, we are here for you.

Safe Home and Business Service

New installation and service appointments are operating normally. For those interested in new or upgraded service, we continue to schedule our expert home technicians who can help you in your home or business. Any [COMPANY] representative visiting your premises will adhere, as always, to high standards of cleanliness and hygiene before and after any visit. However, I'd also like to reinforce the importance of safety and remind you of the option to reschedule your appointment should someone at your home or business not be feeling well.

Customer Service

Our customer care department is fully staffed to assist you with any technical troubleshooting or other service needs. We have taken additional precautions with all our teams to ensure a safe environment that will allow them to continue to provide excellent service. We will also make every effort to resolve any questions or issues by phone before scheduling an appointment.

Employee Safety

Our employees' safety is important to us. We have taken steps to increase the level of cleaning and sanitization at our facilities and within our vehicle fleets. We have also required that all [COMPANY] employees cancel business travel, hold internal meetings via phone or web conference, and follow strict, company-issued guidelines regarding sickness.

Tools to Help You

We have a number of online services available for self-help with your [COMPANY] system should you need them. And of course, we are always available to help.

[ADD YOUR OWN LINK-Device Troubleshooting](#)

[ADD YOUR OWN LINK-Make a payment, sign up for autopay, test your system, or request a new yard sign](#)

[ADD YOUR OWN LINK-Contact us by phone or email](#)

As neighbors and members of your local community, we are proud to be a provider of services that enable you to connect to the world, and we remain dedicated to your needs. We appreciate your understanding as we make every effort to serve you while following the guidance of health and government officials. You can stay informed and updated regarding [COMPANY]'s procedures during the COVID-19 crisis by visiting [\[ADD YOUR OWN\] https://\[COMPANYWEBSITE/coronavirus/](#).

We are here when you need us, because life is better when YOU ARE CONNECTED!

Sincerely,

[Name]

President and CEO