

#### A Message Regarding the COVID-19 Virus.

Dear Customers and Property Managers,

There is no higher priority to Hotwire Communications than the safety of our customers and employees. We are closely monitoring communications issued by the WHO, CDC, and other government agencies, and have initiated processes with our internal Business Continuity Planning team. This team addresses issues like natural disasters so that we are prepared to provide continued service to you without any disruptions. This letter will outline the steps we have taken in response to COVID-19.

#### **Supporting Public Health Authorities**

Referencing the most recent information provided by the CDC and WHO, the Business Continuity Planning team has provided guidelines for the entire corporation to ensure we are following the most up-to-date recommendations to control the spread of COVID-19, including:

- Stringent sterilization procedures for our in-home technicians, which include providing them with gloves and sterilization products to use before and after in-home visits.
- Installing additional sterilization stations at entrances to the Hotwire Communications headquarters and in office common areas.

#### **Providing Continuous Service**

Due to these new preventative measures, there may be some unavoidable delays with any scheduled in-home visits. We ask for your patience and cooperation with these new processes as we do our part in helping to control the virus. We will continue to do everything in our power to bring you the best and fastest technology services. Some things you should know regarding your continuous service:

- Our Customer Service and Technician Visit protocols include prescreening scheduled appointments.
- Customer Service remote support is ready and available to assist you. However, we ask that you use automated services on [gethotwired.com](http://gethotwired.com) or the Hotwire Fision app for routine actions like paying your bill or referencing trouble-shooting documents/user guides.
- We have designated secure, separate locations for our Network Infrastructure and Customer Service teams in order to ensure our most critical functions remain available for our customers.

#### **We Are Prepared**

Our team meets multiple times per day to ensure that our policies can respond to any changes in the spread of the virus and reflect the most recent information and recommendations we have been provided. We are working diligently to deploy all customer updates to your community channel.

#### **Helping the Community**

We ask that you please do your part to help keep everyone safe:

- If you or anyone in your household is ill and you need any of our in-home services, please tell us when scheduling the appointment or before the in-home representative arrives at your door.
- If you or any member of your household is ill and you need assistance, please contact our Call Center, as there are many ways we can help you over the phone.

The entire team at Hotwire Communications understands how important our services are to keeping you connected, and we pledge to continue maintaining the level of quality you expect during this emergency.

Thank you for your cooperation as we all do our part in helping to limit the spread of COVID-19.

Sincerely,



Kristin Johnson Karp, President, CEO, & Co-Founder