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We wanted to reach out to you to share with you how the Diversicom Team is preparing for the ongoing impact of COVID-19.

First, we are following one of the Primary CDC recommended guidelines, which is to implement social distancing for, as well as, between each of our team members. Accordingly, each of our team members have been working from secured remote locations.

We are able to perform the vast majority of IT tasks remotely, as usual, with an extremely high level of efficiency. On-site service requests will be performed with hand sanitization before and after working with every device, which is a protocol we had already implemented for all on-site service work across our entire client base several weeks ago.

We have implemented social distancing out of an abundance of caution, and at the guidance of the CDC, to minimize the risk of our entire team becoming sick at the same time.

We are dedicated to ensuring your IT infrastructure remains stable during this time, just as we have throughout our 20-year history. The fundamentals of each of the networks we manage are strong, and our team will ensure that remains the case.

With the updated guidance and recommended protocols that are frequently released by authorities, an increasing number of businesses throughout our client base are making the call to mobilize a portion, or all their staff to work from remote locations. We have calendared appointments throughout the week to assist our clients with this effort.

Please note that if an effort to mobilize employees to work at remote locations becomes a priority, we will do everything that we can to ensure your teams are configured and ready to go as quickly as possible, but this does require lead time that will be dependent on the hardware that may need to be ordered and/or configured for each user. We would be happy to discuss options and associated lead times with you.

If your team has any questions at all, please feel free to reach out at any time. We are here to support you throughout this situation.

Thank you for your entrusting us with your technology needs.

### **Diversicom Corporation**

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