



3/17/2020

COVID-19 Memo:

We want to ensure that we are doing everything in our power to mitigate the situation that we are all in. As schools have been closed and as of yesterday, the state of Oregon has closed restaurants, theaters, etc. and banned groups of more than 25 people. President Trump also provided guidelines yesterday encouraging groups of no more than 10 people at a time.

As there are many companies that are closed or SEVERLY impacted during this time, Alyrica is not one of them. According to Department of Homeland Security we are considered an essential service and of all the times to shine, now is the time!

The FCC has asked ISP's to take the "[Keep Americans Connected](#)" pledge which Alyrica is going to participate in. As an ISP, we are doing great work for the country by getting people online and keeping them online since so many people are being required to work or do school from home.

We want to make sure that we are staying a step ahead with this situation, not only to keep our team and our customers safe from the virus itself, but more importantly to do everything we can in our power to give people around us peace of mind.

Here are the steps that we are taking to ensure this objective:

- 1) Everyone: Company breakfast will be cancelled for the next couple weeks.
- 2) Sales Team: Communicate with customers that any work that is to be performed inside a customer's house will be done with gloves and a mask on. This will be communicated that:
 - a. Considering the current situation, we want to ensure the safety and peace of mind of our employees and our customers. Any work that we will need to perform inside a customer's residence or business will be done with disposable gloves and a mask.
 - b. This communication will be done when scheduling jobs and when CSRs follow up with customers reminding them of the install happening the following day.
- 3) Installers: When you are inside customer's houses, we will need to all wear PPE, including disposable gloves and a mask. If you need this equipment, please let Adam know.
- 4) Office Staff: We are requesting office staff that can, to please work from home during this time. We will still have some team members that will work at the office and will be able to receive packages into the bay, etc.
 - a. We will be locking the door and not allowing customers into the Alyrica office during this time, but we will allow for customers to knock and we will be happy to talk with them outside to assist them.
 - b. We will be installing a drop box for customers to put payment into that we will be able to retrieve daily.

President Trump's address yesterday asked for the next 15 days, which would be 2 weeks from today when groups larger than 10 should gather again. We will evaluate the situation as it comes, but we are going to enact these measures through April 1st as the soonest 'return to normal' date.

If you have any questions on this situation, please feel free to talk with your manager or Jason directly.

Thanks for being the best Team on the planet!