

A notice from commZoom® regarding the COVID-19 Virus

The health and safety of commZoom employees and our customers is our primary concern. The stability and functionality of our network is vital to the communities we serve at all times, and the critical function of staying connected cannot be overstated during these extraordinary times.

We have taken steps and continue to take steps to prepare our employees and our workplace to address the rapidly changing situation. You have our assurance that we will address all matters related to employee and customer health and interactions with our customers with care.

- Virtual call center-We are preparing our San Antonio corporate office staff with the tools necessary to work from home. Our goal is to make it as seamless as possible for inbound callers to get their various needs addressed. As this is a new approach for us at this scale, we ask for patience while we sort through any challenges with which we are presented. From the outside, access to commZoom personnel by phone will be the same as always using 1-210-736-3376 or our toll-free number 1-844-858-8500.
- Installations and Maintenance – If you or any member of your household are experiencing an illness or have any flu-like symptoms or have been tested for the Coronavirus please postpone your call for new service. If you are scheduled for installation or a service call of any sort, be aware that our premise and maintenance technicians have discretionary control over whether to enter or not enter your home or place of business based on the appearance of the people with whom they will be interacting. If they elect not to complete an installation based on any concerns, they will communicate those observations to the corporate office for other arrangements to be made.

We kindly ask that customers practice the “social distancing” recommendations put forth by all authorities while our technicians do their work. We have encouraged our friendly staff to refrain from shaking hands with customers and prospects.

We are following CDC recommendations such as requiring employees to:

- stay at home if they are experiencing respiratory symptoms
- wash hands frequently with soap and water and in the absence of soap and water, use cleansers and disposable towelettes and hand sanitizers (when available)
- frequently wipe down touched surfaces such as telephones, keyboards and tools

- Services – commZoom is a small business that provides an essential service in the communities where we operate in south Texas. Our belief, shared by most, is that Internet connectivity is not a luxury discretionary choice even in normal times. The best thing we can do is to keep our staff healthy and working as hard as we can to build and maintain a sustainable network that can service as many customers as possible. During this time, our call volume and pressure to the network is at its heaviest. Please know that we are doing all that we can to serve that demand the best way we can.

We are taking all the steps that we know to take for the benefit of you, our customer and for the health and safety of our valued employees.