



Dear MR Systems Wireless Customers

As we follow the impact of the coronavirus (COVID-19), the health and safety of our employees and customers remains our top priority. We are reaching out to you to let you know what we are doing to maintain our safety standards and keep your Internet connected during this time.

These enhanced safety and reliability measures include:

**Maintaining network reliability.** We know how critical it is for your business or home to stay connected to the Internet. Our technicians and engineers are working to ensure network performance and reliability. And we continuously test, monitor and enhance our systems and network to ensure it is ready to support usage as needed.

**Employee & customer support.** As the situation continues to evolve, we are taking additional steps to make sure we can continue to serve our customers in the safest way possible consistent with the health and well-being of our customers and our team. We are following all public health guidelines and the latest guidance from the CDC, including specific requirements that if employees or anyone in their family are feeling unwell, they are not to report to work.

At this time MR Systems Wireless will remain operational if quarantine is mandated in Central Illinois, as we understand we are one of the critical infrastructures to keep up and running. We are allowed to reschedule installation or service appointments during these times in order to protect your family and our employees.

Additionally, we are asking customers with a scheduled in-home appointment to identify if anyone in the home is experiencing flu-like symptoms or may have developed medical issues related to the COVID-19 virus. In these cases, we will take steps to avoid going inside while trying to solve the problem from outside the home, keeping our technician and community safe. In some instances, we may need to reschedule the appointment for a later time.

### **In Closing:**

We understand these are very trying times for our entire country. Our employees share with you the same anxiety you may be feeling, and are working through the disruption this has caused in our everyday lives. As we want to keep our communities protected we are committed to keeping you connected.

Please stay safe and healthy.

Your team at MR Systems Wireless