

COVID-19 Response



Working for Customers

- **Extended our commitment** to FCC's "Keep Americans Connected Pledge"
- Suspended **data usage limits**, waived **late fees**, no termination of residential or SMB
- **Lifeline discounts** for telephone or broadband service
- Offered **free increased broadband speeds** for education and government



Serving Communities

- Donated, installed high-speed connectivity to Naval hospital ship [U.S. Mercy](#)
- Donated high-speed connectivity and waived fees for **field hospitals** in Seattle and Oregon
- Donated \$25,000 to **PCs for People** to help families access distance learning
- Donated internet access up to 100 Mbps to [Hospital Posadas](#) in Argentina
- Partnered to **provide critical protective supplies** in Hong Kong
- Raised thousands of dollars to **purchase needed supplies** in Singapore



Supporting Employees

- 75% of global employee population **working from home**
- 80 hours of **emergency, excused PTO** to all U.S. employees
- **Short-term disability** benefits to new employees
- Technicians have **full support** to do job safely
- Ensured social distancing, limited travel and instituted virtual meeting standards
- Rapidly **sourced disinfectant wipes, face coverings, and hand sanitizer** for technicians
- Created **innovative installation and repair** methods



Leading the Business

- Networks are built with "headroom" architecture **to support spikes** in network traffic
- Full pandemic plans **developed a decade ago**
- Our global IP backbone network is one of the **most deeply peered and well-connected** networks in the world
- The network's **performance is constantly monitored** and maintained by our NOC and technicians across the globe.