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With increasing concern regarding the COVID-19 (coronavirus), we want to ensure our customers that we are monitoring the developing situation and have resources in place to provide continued service under any contingency condition. We understand the importance of taking care of you, your business, employees, and customers during this time. Our focus is maintaining the services you depend on us to deliver.

Our network continues to perform well, and our self-healing restoration technologies are in place to maintain a highly reliable network.

We have taken several steps to secure the reliability of our critical business processes and supporting infrastructures so that we can continue to provide high-quality communication services to you.

As a ‘Family-First’ company we’re committed to taking care of our team like family. We’ve provided them with up-to-the-moment guidance and information so they can keep themselves and their families safe. We’re maintaining a clean workspace in line with CDC recommendations and ask our employees to travel only if it’s business critical. We’re also encouraging employees who do not feel well to stay home, get well, and avoid interacting with customers either in their homes, businesses or our office.

Please be aware if you’re a new or existing customer we are taking the following precautions for the safety of our team and you:

1. If you’re requesting physical technical support or scheduling an installation, we ask you disclose if anyone is sick at your home or office. Please be advised installs may get re-scheduled for a later time.
2. Our technicians are required to carry company provided hand sanitizer, disinfecting spray and wipes, and perform increased cleaning and sanitizing of all company-operated vehicles.
3. Technicians will have masks and gloves on their truck/van to wear upon customer request.

We will continue to monitor the news and any reports or requirements from the CDC and local, state and federal government. Our focus, dedication, and support are unwavering as we navigate these unique times.

We hope for the safety and health of you and your loved ones.

Sincerely,

Simply Bits, LLC

More than just Internet