Hotwire Communications COVID-19 Response

There is no higher priority to Hotwire Communications than the safety of our customers and employees.

Hotwire Communications' Business Continuity team continuously monitors communications issued by the WHO, CDC, and other government agencies and is deploying all recommended safety practices and procedures, ensuring the safety of our employees, customers and community.

Our executive leadership team and steering committee hold daily planning calls seven days a week, reviewing daily service and productivity metrics and conducting department by department evaluations regarding the current operational and medical health of our business and employees.

We are working with state and national government agencies such as the Sergeant Major of the Army Corps of Engineers, the FCC, and others to utilize our fiber optic network to provide bandwidth to serve their efforts across the tri-county area.

The following outlines the measures enacted in response to the Covid-19 situation.

- Provided personal protective equipment including gloves and sanitizing products, as per CDC guidelines, in order to ensure the safety of customers and technicians.
- Began pre-screening all in-home technician visits to ensure that NO occupants of the household are ill or have travelled to affected areas in the past 14 days.
- Trained our field technicians and construction personnel on the proper use of masks, gloves and shoe coverings as well as procedures for hand and area sanitization.
- Continue to implement strict sterilization procedures for all in-home technician visits. Technicians are provided with masks, gloves and sterilization products such as hand sanitizer and sanitizing spray, which are used before and after each visit.
- Restricted access to our Network Operations Center and Engineering/IT support work. Ensuring that sequestered personnel were not exposed to larger groups, and deployed additional network personnel to isolated locations to ensure redundancy.
- Initiated a modified in-office staffing plan to reduce the number of employees based in a single location, to ensure social distancing guidelines were respected.
- Separated workspaces within the Hotwire Communications' headquarters in order to allow social distancing while maintaining normal business functions. Employee work areas were separated by a minimum distance of 6-10 feet.
- Equipped office-based and property-based employees with laptop computers, headsets, and all necessary network connectivity to allow them to continue regular shifts from home.
- Dedicated staff to continue sourcing additional gloves, masks, and hand sanitizer and are committed to bringing on enough inventory to support our field efforts during this situation for as long as it continues.
- Deployed remote education and communication programs in an effort to reduce in-home service calls and enable self-service activation and troubleshooting.
- Actively promoting the use of Hotwire Communications' mobile app and self-service tools to try to minimize customer service call and on-site technical calls.
- Issued payroll 2 days early and included a $120 COVID Aid bonus to all hourly employees.

Hotwire Communications is committed to the FCC's Keep Americans Connected Pledge. Employees of Hotwire Communications are considered essential, as we provide vital communication services to a community in the event of an emergency, disaster or in this case, an unprecedented global pandemic.