

We Are All In This Together

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Thu 3/12/2020 1:18 PM

To: Denise Blaz <denise@thedeberrygroup.com>



With global attention on the COVID-19 outbreak, each day brings more uncertainty for businesses and our communities. Our teams are closely monitoring developments on the outbreak and are taking the appropriate steps — consistent with CDC and WHO recommendations — to help support the ongoing health and safety of our employees and customers.

I know that first and foremost on your mind is making sure you are taking the appropriate precautions to care for yourself, your family, and others around you.

No doubt you are also focused on taking care of your businesses, employees, and customers during this time. I have heard from a lot of our clients in the most recent weeks and days, and I wanted to share the latest from us:

- Our network continues to perform well, supporting the shift of people working from home in the cities where the coronavirus has had the biggest impact.
- At AT&T, we use self-healing architectures and restoration technologies to maintain a highly reliable network. Today, our network is able to reroute your data as needed, switch on services near instantly, and scale in response to demand.
- We are continuously monitoring bandwidth usage with tools that reveal network trends, along with performance and capacity reports to help us manage our network.
- We have taken several steps to help ensure the reliability of our critical business processes and supporting infrastructures in order to continue to provide high-quality communication services to you. This includes up-front prevention and mitigation efforts, as well as comprehensive emergency response and recovery plans in the event of a disaster or crisis.
- We're asking all of our employees, including all who interact with our customers, to take appropriate preventative measures. This includes regular and consistent use of hand sanitizer and disinfecting spray and wipes, increased cleaning and sanitizing for all company-operated stores and AT&T facilities, and more frequent cleanings for locations in impacted areas of the country.
- We're also encouraging any employee who does not feel well to stay home, get well, and avoid interacting with customers either in their homes, businesses or our stores.

We have extensive experience in planning for and responding to a wide variety of situations around the world and remain unwaveringly committed to supporting every one of our customers.

Visit the [AT&T Business Continuity Website](#) for resources to help you plan and mitigate unforeseen events. I hope you find this site to be helpful.

Also I'd like to share the site where we are providing consistent Covid-19-related AT&T updates: <https://about.att.com/pages/COVID-19.html>.



Anne Chow

Anne Chow
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