

A Message from MetroNet Regarding COVID-19

To our Valued Customers,

In the midst of our nation's response to the Coronavirus 2019 (COVID-19) we want you to know that MetroNet is committed to the safety of our customers and associates. We are monitoring the Centers for Disease Control (CDC), government agencies, and our own internal teams to stay on top of this evolving situation.

We want you to feel confident that MetroNet is prepared to support your internet, video and phone services - be it for personal, business or virtual schooling reasons. In addition to phone and email support, MetroNet provides self-service resources to find answers to many questions you may have regarding your services. You can access your MetroNet customer portal at www.metronetinc.com/portal, where you can add or upgrade services, schedule a technician visit, pay your bill, and more. Likewise, our Virtual Learning Library, located at www.metronetinc.com/support, is packed with articles containing information regarding most of the commonly asked questions we receive from customers.

Storefronts and Call Centers: Our associates are all following CDC guidelines to prevent and, if necessary, contain any spread of the virus. This includes frequent hand sanitizing and washing, sanitizing work surfaces, door handles, and other commonly-touched surfaces. Our teams are always available by email at customer_service@metronetinc.com, or by phone at 1-877-407-3224, and are likewise prepared to work remotely to continue our support to you, uninterrupted.

Service and New Installation Visits: New installations and service visits will continue with some additional steps meant to provide safety for both our customers and our technicians.

Temporary Technician Procedures when Visiting Homes or Businesses:

- Frequent hand washing and sanitizing.
- Sanitizer and disinfecting wipes used frequently for surfaces contacted in homes.
- If requested by customer, gloves will be worn upon entering homes.
- Fresh pairs of disposable booties worn in all homes.
- All tools sanitized prior to each home visit.

Prior to any scheduled visit by our team, you may be contacted to confirm that no one in your household is ill, showing symptoms, or has travelled internationally in the last month.

Our commitment to you is that we will continue to provide you the fast and reliable services you expect from MetroNet. We are prepared to navigate this situation with your safety and the safety of our associates at the forefront of all we do. We will be monitoring this developing situation closely and will update you as necessary.

Thank you for your trust in MetroNet.