



COVID-19 Response

With the business impact of the coronavirus evolving daily, we're reaching out today with details of how our team and technology are adapting to keep you connected.

We have procedures and teams in place to deliver high-quality voice and messaging services during this time and are fully staffed to effectively respond to any event that may occur.

- Our network operations and customer success team are continually monitoring our systems and are prepared, as always, to respond to any business needs as they arise.
- We have continuity and disaster recovery plans for all parts of our operations, including service delivery, service assurance, repair and restoration, and more.
- Our team is working closely with partners as their bandwidth, channel, and usage requirements rapidly burst and expand.
- Bridge Comm has more connections than any individual carrier. We are best positioned to ensure our partners have maximum route accessibility, redundancy, and control to deliver more high-quality calls per second (CPS).
- As partners reduce their in-office personnel, our robust diagnostics and troubleshooting tools reduce your operational requirements for support. We help you research and solve problems in seconds.

Should you need to work from home, we have several options and methods of delivering your business calls directly to you and stand ready to implement as quickly as possible.

- Softphone app is available for iPhone and Android platforms
- Desk phones may be taken home if a network connection and a power supply to power the phone is available.
- We can ship from our distributors directly to your home a telephone capable of being plugged in that will work with your home's wireless network to connect with your Telephone PBX system.

Please send your specific request to: support@bridge-comm.net for processing as soon as possible..

We're taking the coronavirus seriously and will continue to keep Bridge Comm services running smoothly. We recommend that everyone follow the CDC's health tips, including:

- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

For more tips, visit the [CDC's website](#).