

Stay Strong. Stay Connected.



INCOMPAS
THE FUTURE OF COMPETITION



Our Members: Rising to Meet the Coronavirus Challenge

Rising to Meet the Coronavirus Challenge

During this unprecedented time, INCOMPAS is proud of our family of member companies who are rising to meet the many challenges created by COVID-19.

INCOMPAS represents network builders, voice communications providers, streamers, social media and internet innovators who connect Americans to online services that power the economy and unite local communities.

Now, more than ever, communities are depending on broadband. Competitive networks and internet services help families, schools, government agencies, first responders, hospitals and health care clinics.

INCOMPAS is rising to meet the coronavirus challenge. Uniting our nation, and the world, during this unprecedented challenge.

**Work.
School.
Health Info.**



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On March 13, INCOMPAS and a significant number of our members, signed onto the Federal Communications Commission's pledge to help "Keep Americans Connected" during the coronavirus challenge. As part of that effort, INCOMPAS members will help ensure residential and small business customers do not get cut off or charged late fees due to circumstances or economic disruption arising from coronavirus. Many members also will provide public access to Wi Fi hotspots. While that pledge is important, we wanted to provide additional information about the steps INCOMPAS' members are taking to ensure the safety of their workforce, uninterrupted operations of their networks, and customer continuity during the COVID-19 pandemic.

First, it is important to know that INCOMPAS' members operate in different parts of the communications industry as well as in diverse geographic areas around the nation. We represent network builders that provide competitive residential broadband, as well as other mass-market services, such as video programming distribution and voice (phone) services in urban, suburban, and rural areas. We also represent companies that are providing broadband services to schools, libraries, hospitals and clinics, and businesses of all sizes. We have in our membership transit and backbone providers that carry broadband and Internet traffic, as well as leading internet edge providers, including social media and streaming providers that offer various content and communications services and video programming over broadband to consumers and businesses. We also have a number of companies that are providing voice and texting services, conference calling, and other communications services that residential and business customers use. Our members use various communications technologies to serve and reach their customers including copper, fiber, fixed wireless, mobile wireless, and satellite.

INCOMPAS members are taking sound steps to protect their workforce from contracting the coronavirus. They are asking employees to follow the guidelines from the Centers for Disease Control and their state and local health officials. As such, any employee who is ill or has knowingly been exposed has been asked to stay home and report their conditions as necessary to state and local health officials. In addition, like INCOMPAS itself has done, members are permitting employees who can work from home to do so to allow for social distancing and to limit exposure to others. Of course, given the critical network infrastructure that some of our members operate, there are some technical jobs that must be seen to in the workplace and in the field. As such, our member companies are taking the necessary precautions to limit employees from taking unnecessary risks. It is important for our member companies to focus on the health of their employees because they are key to keeping these crucial communications links operational.

Our members' networks are fully functioning, and while they have experienced increased demands due to the increase in telework, distance learning, and telehealth, there have been no reported network disruptions. Our members have developed robust emergency plans to manage various crises, including pandemics. These programs incorporate resilient and redundant network architecture to prevent disruptions, and our members' employees are well trained to handle operational issues that may arise. Their networks are monitored around the clock, and they are in the position to respond if needed to issues that may arise.

Many of our members serve businesses of all sizes, and critical community anchor institutions, such as schools, libraries, local and state governments, and hospitals and clinics. Our members are working closely with these customers to evaluate and respond to rapidly changing circumstances that may affect their service, including their needs for additional bandwidth and equipment to handle the new demands. They are offering the flexibility to add services, equipment, and bandwidth on a short-term basis. They value their customers and are not using the current crisis to extract excessive profits or commitments. Indeed, some members are reporting that they are offering free bandwidth upgrades and use of additional equipment.

Our members who serve residential consumers have reported that they are working to ensure that customers facing financial hardship because of the pandemic will not lose service during the crisis for failure to pay. A number of our members are also expanding their affordable offerings to more households in need.

The response to COVID-19 is an evolving situation, and our members are continually evaluating the needs of their employees, networks, and customers. They understand that their services are absolutely critical every day, but especially during this crisis. INCOMPAS will continue to work and listen to members' needs as they change to accommodate and serve their customers during this challenging time. INCOMPAS also stands ready to assist our members in keeping federal policymakers informed of important developments so we can continue to be a valuable resource moving forward and we can all work together to help resolve any significant issues as quickly as possible.

During this unprecedented time, INCOMPAS is proud of our family of member companies who are rising to meet this challenge. Delivering connections for families, schools and health care that help unite our nation, and the world, when we need it most.