



March 25, 2020

A COVID19 update to our valued Customers from Packetworks

As you know, effective at midnight yesterday, the Ontario government has taken the serious but necessary steps to close non-essential business in an effort to keep people home and slow the spread of Covid-19. Packetworks, as an essential services provider, is on the job and we continue to adjust our business practices to ensure the safety of our team and to ensure continued critical services to our clients.

In the best interests of the health and safety of our team, our physical office in Waterloo is now closed to the public but rest assured we are on-line and on the phones working on your behalf to keep systems operating and communications services running at a time when they are most needed. In our efforts to keep staff safe and ready to support our clients, all support and administrative people are on the job but are now working from home. Our Technicians remain ready to do what may be necessary to maintain critical services. If technicians must be dispatched to your premises for critical work to keep you services operating, we have implemented special screening procedures to ensure not only their safety but yours as well. Maintaining existing services is our priority and any new service requests are being managed on a case by case basis. Priority is being given to essential services such as health care, first responders and local government.

You have seen in the media that the impact of the closure of schools, institutions and now business and the resultant movement to working and learning from home, self-isolation etc. has put a growing strain on the telecommunications infrastructure in Canada. We are mentoring and managing this growing demand and Packetworks' networks remain robust. We are working cooperatively with our industry peers to stay ahead of the increasing network demands to mitigate service delays and disruptions. We acknowledge that phone answer times and trouble response times may be longer than usual and we appreciate your patience and understanding as we manage our operations in this quickly changing environment. We are here to support you in any way that we can.

On behalf of our dedicated Packetworks team, I thank you for your patience with us as we continue to adapt our operations to keep you connected.

I also ask that you respect the advice and instructions of our hard working local, provincial and federal health officials and leaders. Please adhere to the need for social distancing and self-isolation as necessary and do your part to keep your families, your staff and our front line health care and emergency services personnel as safe as possible.

A handwritten signature in blue ink that reads "Michael J. Andrews".

Mike Andrews

President