



Good day, Broadband VI Customers and Community:

The recent rise in COVID-19 cases in the USVI, and especially on St. Croix, is a matter of concern to us all. Since this upward trend is likely to continue, it has never been more important to engage in safe practices whenever we engage with each other.

As an Internet Service Provider, our services are crucial to the residents, businesses and government of the USVI. We want to continue to meet the needs of our customers during this trying time, but never in a way that places our employees or customers at risk. So, we are strengthening our safety protocols both in and out of the office. To this end:

1. Our business offices remain closed to walk-in visits. If you're not already doing so, please use our website and mobile app to interact with us, including for bill payment. Exceptions will be handled by prior appointment only, in extremely limited circumstances.
2. In any interaction between our employees and customers, appropriate masks must be worn at all times, and additional personal protective equipment may be required as well. Social distancing – 6 feet or more – is absolutely required, without exception.
3. Our employees have the final say regarding whether to perform public-facing field work. If a field technician is concerned about their personal safety, or yours, in any given situation, their authority to reject an appointment (or terminate it while in progress) is absolute.
4. Contact our office immediately at 340.719.2943 to cancel or reschedule a booked service call or installation, if you or any members of your household:
 - a. have travelled off-island within the last 2 weeks, or
 - b. are currently exhibiting any of the following symptoms: fever, coughing/sneezing, sore throat, loss of the sense of taste, shortness of breath (for COVID-19 information, contact the VI Department of Health at 340.712.6299-STX or 340.776.1519-STT/STJ).

We recognize that you, our customers, are the reason we're here. In these present circumstances we must work together to create and maintain safe working practices, and this requires your participation, support and compliance. We will be reminding you of this obligation whenever you contact us, and we will not set an appointment without your agreement to our conditions. When you call in, or when we meet in person, we will be asking if you or anyone else on site is feeling unwell, or has a fever, other symptoms of, been diagnosed with, or had exposure to the COVID-19 virus. We need to know so that we can be proactive with our team's response.

Our first goal is to work for our mutual wellbeing in a business that by definition interacts with and serves the public. We've been hard at work throughout this pandemic and we want to make sure that our work can continue without compromise. Thank you for your attention, your understanding, and your cooperation in this matter.

David Zumwalt
Chief Operating Officer
Broadband VI, LLC