

## Strata's Response to COVID-19 Crisis

On Friday, March 13, 2020, in response to President Donald Trump's National Emergency declaration, STRATA Networks accepted the Keep Americans Connected Pledge issued by FCC Chairman Ajit Pai. STRATA's pledge reads as follows:

*Given the coronavirus pandemic and its impact on American society, STRATA Networks pledges for the next 60 days to:*

- (1) Not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by coronavirus pandemic;*
- (2) Waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and*
- (3) Open its Wi-Fi hotspots to any American who needs them.*

In addition to this pledge, STRATA Networks proactively offered free internet service to all educators and students who did not currently have an internet service at their home. This free offer included any speed available at the customer's location (up to 1 Gbps) and will continue until June 15, 2020. This offer resulted in a drastic increase in internet orders to which STRATA employees responded heroically. In spite of a 300% increase in order volume, and significant impacts on customer premise equipment (CPE) inventory and supply chain issues, STRATA employees managed to get nearly all of these orders completed in a 2-3 day window.

Nearly 500 residents of the Uintah Basin are currently utilizing this free internet offer. A variety of internet technologies were leveraged to deliver internet service; fiber to the premise (FTTP), DSL/vDSL on copper, CMTS on coaxial cable, fixed wireless using STRATA's 4G LTE network, and point to multi-point wireless, illustrating STRATA's diverse network and employee expertise.

In addition, STRATA has offered a 90-day free speed upgrade to all of its existing customers. This has allowed several hundred customers to take full advantage of STRATA's fiber to the premise (FTTP) network and utilize speeds up to 1 Gbps while telecommuting and doing schoolwork from home.