

Dear Customer

The Coronavirus is having a major effect on many businesses and Air Broadband has received a number of telephone enquiries asking what effect the virus is having on our services. I thought now is an opportune time to email everyone to outline the steps that Air Broadband is putting in position to provide our services.

1. Our wireless installation work is undertaken by long-standing installation partners. We have discussed with them that we will not be seeking to install any new customers whilst government advice advises against unnecessary contact.
2. Where emergency work is required that can be done without incurring unnecessary contact, this will be undertaken as normal, assuming the installer is not self-isolating or incapacitated. If the installer is self-isolating or incapacitated, then this could result in delays in commencing the work.
3. For Fibre customers, installations to the home are handled by our Network Partners, and our ability to arrange new connections or arranging outside maintenance work will be dictated by our Network Partners availability and capacity. Similarly, where we have to refer an issue to our Network Partners for repairs.
4. Air Broadband or its installers will not enter customer's homes to undertake any work where anyone is self-isolating. Our support people will provide telephone assistance to work with a customer to rectify the situation remotely, although it may not always be possible to rectify a problem.
5. Much of our equipment comes from Europe. We may experience supply chain issues that slow the supply of new or replacement equipment. We always order using premium delivery options, but the supply of equipment is outside of our control.
6. We have instructed employees to work from home whenever possible, meaning our offices are unmanned. Our telephone system allows us to work from home, and answer our main telephone numbers and receive calls directed to our extensions. We can access our monitoring and network from anywhere.
7. Remote working does however create its own communication problems as our employees will not have the immediacy of asking a colleague about an ongoing situation. ourselves having to rely on telephone or email etc.
8. Air Broadband core working hours will remain from 9am to 5pm Monday to Friday. Our email is monitored outside of these hours, including Weekends.
9. We request the main form of contact with us is email - using our generic email addresses [support@airbroadband.co.uk](mailto:support@airbroadband.co.uk) or [sales@airbroadband.co.uk](mailto:sales@airbroadband.co.uk). These are monitored by the teams and not directed to an individual who may be ill and not working, resulting in emails sitting in an inbox.
10. If anyone starts having problems with payments then please contact [finance@airbroadband.co.uk](mailto:finance@airbroadband.co.uk) and we will seek to defer or schedule payments. Equally please be aware that as a small business cashflow is critical to us to be able to pay staff and our suppliers.

Coronavirus is creating an uncertain short term future for everyone. Air Broadband will be working to provide as near a normal a service as possible and to be as available to our customers as possible. Where situations occur, that are impacted by the Coronavirus situation, or our ability to provide we can only ask that you bear with us. Air Broadband

does appreciate the importance that the Internet and Broadband play in modern-day life and we will be doing our utmost to keep our services up and running. At present daytime traffic volumes are still below the normal evening peaks and so should be able to cope with home working, however with schools closing this is likely to add further pressure.

Our best wishes to you and all you care for

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