

Dear Xchange Telecom Customers,

The health and security of our customers is always Xchange's top priority. We are reaching out to you to inform you of the policies and procedures that we've put in place regarding health concerns, such as Coronavirus.

The world health community continues to monitor closely the emergence of the SARS-CoV-2 virus and the disease it causes, named "coronavirus disease 2019" (COVID-19). At this time, no one knows how severe this outbreak will be. Given this uncertainty, and the fact that the seasonal influenza (flu) virus is also widespread, we are taking proactive steps to address a number of business concerns. First and foremost, we want to maintain a safe workplace and encourage and/or adopt practices protecting the health of employees, customers, visitors or others. We also want to ensure the continuity of business operations in the event of a pandemic.

All Xchange Telecom employees have been instructed on proper CDC and OSHA guidelines with regard to preventing COVID-19 spread. At this time, we are continuing normal business operations, however, we have contingency plans in place, in case the outbreak increases in severity. We will implement our Business Continuity Plan, as necessary, to allow continued operations.

Please let our Customer Service Representatives know if you are under voluntary or mandatory quarantine before scheduling any repairs.

Xchange Telecom's commitment to safety, security, and uptime remains our top priority. We'll be sure to communicate any changes to the above plans as this situation evolves.

If you have any questions, please reach out to support@xchangetele.com or 877.853.3443

Sincerely,

Alfred West, CEO, Xchange Telecom LLC