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Dear EtherWAN Supporters,

We are sending this email to keep you informed about how the coronavirus (COVID-19) will affect our daily operation.

Regarding customer interaction, we will maintain our Zero Distance customer mentality, but it will need to be modified slightly over the next few weeks. On site visits are still allowed in small groups while practicing social distancing behavior (maintaining 6 ft. of distance) but airline and train travel has been limited to essential only for the short term. We are encouraging the use of virtual meetings through any of our established online meeting platforms.

Our offices are currently open and operational with a strict social distancing policy in place. Our Technical Support is available from 6AM-6PM PST. We are still here to help with any project or need that arises. We have inventory and are fulfilling orders as usual. City infrastructure connectivity is a major focus for EtherWAN, and we are here to help ensure it gets up and stays up and running especially given our current environment.

Things may change in the coming days and weeks, but we will continue to keep you informed of any changes that may impact our customers.

Until then, please be safe and follow the current [CDC guidelines \[cdc.gov\]](https://www.cdc.gov). We hope you and your loved ones are staying well during this time.

Jim Toepper

Director of Products and Marketing



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