

**Notice to Polar Communications Customers, Partners, and Vendors:**

In this unsettling time, we are taking precautions to ensure the safety of our employees, customers, partners, vendors and communities. We will monitor and prepare for continued outbreak of COVID-19 (Coronavirus) in North Dakota.

We recognize the potential impact and uncertainty COVID-19 is creating in our country and communities. Following are the protective steps we are taking:

**Office Visits.** Effective **March 19, 2020 our office doors will be closed to walk in traffic.** Business can be done by calling us at 701-284-7221 or 1-800-284-7222, emailing us at [sales@polarcomm.com](mailto:sales@polarcomm.com) or visiting our website at [www.thinkpolar.com](http://www.thinkpolar.com). Vendors will need to make special arrangements for deliveries by contacting our office at 701-284-7221.

**Site Visits.** If you need a technician to come to your business or home, we will ask you if you or anyone at your business or home are currently diagnosed with COVID-19 and if not, whether you have—

- visited a 'high risk' country/state in the USA (as defined by the [The World Health Organization](#) )within 14 days prior to your call requesting a premise visit.
- Visited a 'risk' country within the 14 days prior to their visit and have symptoms of being unwell
- been in close contact with a confirmed COVID-19 patient or been in close contact with someone who has had contact with a confirmed COVID-19 patient, in the 14 days prior to their visit.
- Anyone in your household or business has a symptom of a cough or shortness of breath.

If risk is determined from any of the above, we will attempt to correct the problem without entering the home or business.

**Network Assurance.** Network usage will increase as people need to work and take classes from home. We are taking measures to ensure employees can securely access our network remotely, if necessary. We are fully equipped to provide the bandwidth capacity to meet increased demand.

**Monitoring.** We are monitoring reports from the World Health Organization, Centers for Disease Control and Prevention as well as federal, state and local agencies to align our guidelines with health authority recommendations.

**Prevention.** We encourage all our employees, friends, clients and family to practice the recommended prevention measures—

- Wash your hands often with soap and water for at least 20 seconds
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Stay at home when you are sick.
- Cover your cough or sneeze with a tissue and then dispose of properly.
- Clean your work area and homes on a regular basis.
- Avoid close contact with people who are sick.
- Practice other good health habits: get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food.

We are staffed Monday through Friday, **8:00 a.m. to 4:30 p.m.** Our helpdesk is available 24/7 by calling 1-888-700-7652. We will keep you involved via email, social media and on our website. Our priority is to keep you connected. Thank you for your business.

Sincerely,  
Karl Blake, CEO



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