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To our valued customers:

We understand the concern that Coronavirus (COVID-19) has brought to the world and especially this area. Our hearts go out to all who have been affected by the outbreak of coronavirus (COVID-19). We would like to make you aware of the steps we are taking to protect our clients and staff.

At Firstline Communications and its associated OPCO's, we believe it is our role and responsibility during this time to prioritize three things: the health of our employees, the health and well-being of our clients and our ability to provide a constructive role in supporting local health officials and government leaders as they work to contain the virus. We will continue to make decisions with vigilance and courage informed by the latest science-based information.

We ask all employees and clients to follow the CDC guidelines to prevent the spread of disease which include: Practice social distancing, cover coughs/sneezes, wash hands often with soap and water for at least 20 seconds, especially after going to the bathroom, after nose blowing, coughing, or sneezing. If soap and water are not readily available, please use hand sanitizer.

Presently, in accordance to these guidelines, we will only be able to provide remote support to our customers who provide health care services for the elderly until further notice.

Our employees who have symptoms of respiratory illness (cough, sneezing, shortness of breath, fever) are asked to stay home and not come to work until they are free of fever (100.4 F [37.8 C] or greater) or associated symptoms for at least 24 hours without using fever reducing medication.

Please also know that we will maintain our normal business hours and operations as long as we can do so safely and in accordance with local government authorities. We do not anticipate any disruption in our service offerings at this time.

We appreciate your understanding while we navigate this dynamic and ever-changing situation. The wellness of you and our staff is our number one priority.

Thank you in advance for you continued patronage and coveted business relationship.

Sincerely,

**Eric Carlson**  
Director of Operations

