



Covid -19 Update for On-Site Installations

In order to protect our customers, suppliers, and staff from the spread of COVID-19, we are enacting an updated visit and installation policy for Ohio.net

Beginning May 18, 2020, and continuing until further notice, this plan applies to all customer and Ohio.net employees, plus other individuals at customer facilities. We are also aligning our visitation restriction measures with our agents and IT partner's policies. Upon entering a customer's facility our Ohio.net staff will identify themselves and let customers know we will need access to areas within the company and the need for performing tasks with the following safety measure.

All Ohio.net Employees will be equipped with and utilize the following:

PPE – Mask, gloves, hand sanitizer and wipes.
Standard installations tools and supplies – extra ethernet cords, additional switches (if requested as part of installation), basic wiring tools, laptop.

Social Distancing while performing tasks as defined by the State of Ohio:

Ensure minimum of 6 feet between customer employees and Ohio.net staff.
Ohio.net staff may ask customers to leave a workspace to ensure social distancing.
Ohio.net staff may ask customers to perform tasks pertaining to installation needs to limit time or exposure during installations.

Cleaning surfaces used by Ohio.net before completing installation:

Ohio.net staff will (or ask customer to) wipe down phones handled during install.
Ohio.net staff will not use computer keyboards belonging to customer workspaces.
Ohio.net staff will not remove or box old equipment.

Limit Time and Exposure On-site:

Documentation will be provided electronically prior to installation
Ohio.net will provide training, training materials, and system documentation prior to visit.
Phone system changes will not be made on-site (unless wiring required).
Ohio.net staff will not go to retail stores for any unavailable supplies needs during installation.

Customer Expectations:

Customer will be compliant with [State of Ohio Regulations](#) for locations that Ohio.net will visit.

Customer Policies:

Ohio.net will comply with customer policies for wellness checks prior to entering facility if required. (no touch temperature monitoring or health questions)
Ohio.net will contact customer if COVID-19 exposure/confirmation has occurred with our installers prior to or after installation.

If at any time an Ohio.net installer feels their safety is compromised by failure to accommodate these procedures, they have the right to reschedule installation for a later date when the health of all can be protected.