



To our valued customers,

At Unite Private Networks, nothing is more important to us than the health and safety of our employees and customers, as well as the reliability and performance of the network and services we provide. As valued partners, we understand your concerns and the uncertainty you may be feeling surrounding COVID-19, which is why we have assembled a cross-functional emergency management team that is focused on customer engagement, health and safety, internal and external communications, and overall response strategy by UPN to this crisis.

How is Unite Private Networks responding to COVID-19?

UPN is actively following the guidance of the Centers for Disease Control and Prevention and the World Health Organization. Our intention is to provide an appropriate, measured response. We will continue to adapt as new data becomes available.

How will UPN communicate changes with us?

UPN will communicate changes to our customers through email via your assigned point of contact (as defined by the Portal) or via web announcements.

How will this impact my service?

We expect no impact to your UPN service. Additionally, our 24x7x365 NOC will not be impacted as all NOC-related functions can be performed remotely. In the unlikely event that anything changes, additional communications will be sent.

Who do I contact if I need assistance?

- For issues affecting service, please contact the UPN NOC at 866-963-4237 or e-mail NOC@upnfiber.com.
- For Customer service or Billing questions call 816-509-7281 or e-mail customerservice@upnfiber.com.
- If you have a sales related question, contact your UPN sales representative or e-mail upnsalesquestions@upnfiber.com.

UPN continues to monitor the situation and we are following the guidance of our local, state, and federal health agencies to keep our community informed and healthy. As always, we remain committed to maintaining the same best-in-class service you've counted on. Should you have any questions, please do not hesitate to reach out, we are here to support you during this time of uncertainty.

Thank you, as always, for being a valued member of the Unite Private Networks Family.

For additional information about COVID-19, visit the Centers for Disease Control and Prevention at www.cdc.gov.