

06 March 2020

Dear Customers of BST/AccuWeb,

To say we are experiencing difficult times would be an understatement. The Coronavirus situation seems to have touched every corner of the world and affected everyone's lives, forcing us to rethink the everyday activities we have grown to think of as so normal. There is no precedence or similar situation we can look back on for guidance, we are all navigating through uncharted waters, trying to do what's best for our families, employees, and customers.

BST North America/AccuWeb serves customers from Alaska through Mexico, and many of these areas have been hard hit with cases and government issued preventative measures, other areas at this point have barely been touched. However, for the safety of our employees, we must follow guidelines that we feel protect them best.

I have told our Service Technicians to limit their travel and to provide phone, and TeamViewer support as much as possible. BST/AccuWeb service will continue to provide the best service we can but for the foreseeable future, we would prefer if that service is done remotely. Below, we have provided direct phone numbers to call if service is needed.

In a time like this, sales visits may be the last thing you're thinking, but a salesperson will be available at anytime via telephone or email.

Our Madison, Wisconsin corporate office and Elmhurst, Illinois service center remain open at this time. Nonessential staff that are able to work from home are given that option, but essential staff will remain.

We all hope and pray that this situation will end quickly, and we can resume our sometimes all too hectic lives, but until that happens, we will do our best to keep our BST/AccuWeb family safe and service our most vital asset, our customers.

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