We are living in unprecedented times as the world fights the Covid-19 Coronavirus. With such increased digital transactions, Citynet understands our critical role in providing reliable network services during these difficult times and are aware of the importance our network provides in terms of critical connectivity and life-line support to our customers. We are committed to providing excellent services and support during this pandemic and are doing so with paramount concern for our customers and our employees.

- We continue to follow the latest information and guidance from the Centers for Disease Control (CDC) and OSHA. We are taking all measures possible to protect our technicians and customers.

- We have implemented a work-from-home strategy for our employees who can do so effectively. For those employees who are mission-critical to our network operations and customer support and who continue to work in our offices, we are practicing social-distancing, performing continuous cleaning with enhanced procedures, and are disinfecting all work areas for a safe workplace environment.

- Before performing any critical, on-site work, we are asking if anyone in the customer’s premises has tested positive for COVID-19. We’ve provided our mobile technicians with extra sanitizing supplies and equipment that they use prior to, during, and after site visits. During site visits, our technicians are practicing “social-distancing” guidelines.

Our Network Is Strong & Reliable
- Our Network Operations Center deploys multiple layers of redundancy to our network for optimum reliability.

- Our engineers continue to actively test and monitor all aspects of our network and are making any necessary changes in order to maintain network performance with increased usage during this critical time.

- We are constantly reviewing, refining and updating our approach to the Covid-19/Coronavirus to ensure business continuity and reliable service to our customers.

- For those customers who utilize our CityCare network monitoring and performance service, our engineers continue to monitor your network for its optimal performance during this critical time, as always.

Local Support is Always Available
- Citynet continues to provide outstanding local support to our customers, 24-hours a day, 365 days a year.

- Much of our technical support can be successfully performed remotely.

- For those cases where our technicians absolutely must perform on-site work, we will do so via public health guidelines, including limited contact/social distancing and by performing personal sanitation and surface disinfecting.

Our entire Citynet team is committed to serving our customers during this critical time. We do so with unrelenting focus on network operations, and the health of our customers and employees. We stand ready, willing and able to meet your near- and long-term technology needs as we work through these unprecedented times together.

Extended Free Trials for Successful Telecommuting
Citynet is pleased to offer the following free trials from our partners. Please contact us to start your extended free trial of these useful tools that provide great communication and security not only during the Covid-19/Coronavirus pandemic, but anytime.

WebEx: Video Conferencing that Just Works
Feel like you are right there. Build stronger relationships with video-first experiences that bring you face-to-face. Enjoy the ability to be anywhere and reach anyone. WebEx allows you to increase your business reach while telecommuting.

Cisco AnyConnect: Secure Your Remote Network
AnyConnect is much more than a virtual private network (VPN). It empowers your employees to work from anywhere, on company laptops or personal mobile devices, at any time. AnyConnect simplifies secure endpoint access and provides the security necessary to help keep your organization safe and protected.

DUO: User & Device Trust for Every Application
Duo is a user-centric two-factor authentication platform that protects access to sensitive data at scale for all users, all devices and all applications. It allows you to:

- Protect your data at every access attempt, from any device, anywhere.

- Ensure users are who they say they are at every access attempt, and regularly reaffirm their trustworthiness.

- See every device used to access your applications, and continuously verify device health and security posture.

- Assign granular and contextual access policies, limiting exposure of your information to as few users and devices as possible.

- Provide appropriate permissions for every user accessing any application, anytime and from anywhere.

- Reduce the risk of credential theft by enabling users to securely access their applications with a single username and password.

To start a free trial of any of these services, contact Citynet today at 1.844.CITYNET or visit www.citynet.net/freetrial