

INFORMATION: TWDX Enhanced COVID-19 Response Protocol

Dear Customer,

In light of the ongoing novel coronavirus disease (COVID-19) pandemic, we are providing you with information regarding our response to these developments. We take these situations very seriously, as your safety and health, as well as safety and health of our employees, is always our utmost concern.

Keep America Connected Pledge

Due to COVID-19, many organizations and institutions throughout Massachusetts are shifting their workforce to remain at home and students to learn remotely off campus. This is understandably placing a critical importance on communications infrastructure.

In response to this development, we're pleased to announce that TWDX is signing FCC chairman Ajit Pai's "**Keep America Connected Pledge**" to ensure that our customers remain connected through these extraordinary times.

In addition, we're taking the following measures and precautions in response to the COVID-19 pandemic:

Capacity Relief for Higher Education and Municipal Broadband Service Providers:

Institutions for higher learning and broadband service providers represent a significant portion of our network traffic and we want to ensure that these customers have the tools at their disposal to meet any increased capacity requirements for their teleworking consumers and remote learning students.

For municipal broadband and higher education customers who are currently experiencing peak network capacity issues, please contact us for temporary capacity relief program through May 31, 2020. TWDX will temporarily provide additional IP transit ports at our existing point of interconnection at no cost to your institution (subject to port availability), to ensure that you have the capacity you'll need during this crisis.

We're also taking the following measures:

- a. Cancellation of all non-essential travel for TWDX staff through April 30, 2020.
- b. We're working with our key vendors and major customers to communicate staff rotation schedule, chain of escalation and identify reserve technical resources to respond to critical events.
- c. We've been working with our peers and content partners to deploy additional private network interconnections (PNIs) in anticipation for changes in traffic patterns. It is our priority to ensure that ample headroom is available to meet peak traffic demands from our customers during the crisis.
- d. Installation of hand sanitizers throughout our sites and engaging targeted cleaning protocols to keep commonly touched surfaces in our facilities (such as biometric readers, door handles) disinfected.

- e. Entry permit is required to enter all TWDX facilities until April 30, 2020 and visitors (including employees, contractors and customers) are required to answer written questionnaire prior to being granted access. If the written survey results in an affirmative risk response, the individual will be denied access to the facility and the site team will advise the main point of contact for the customer or supplier.

We will continue to align our responses and operating protocols based on the guidelines issued by public health agencies to mitigate disruption or risk to our operations. If you have any questions, please contact me or reach out to our support desk at support@towardex.com.

Sincerely,



JAMES JUN | MANAGING DIRECTOR
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