



To: All CCI Employees  
From: Garrett Van Osdel, Chief Legal Officer  
Date: August 18, 2021  
Subject: Reinstatement of our Face Covering Policy - Effective August 20

***In brief:** We are reinstating our face covering mandate for all employees, effective this Friday, August 20.*

Given the serious conditions currently surrounding the Delta variant of COVID-19, we feel it is prudent and necessary to reinstate our previous face covering policy for all CCI markets.

**Effective August 20, all employees - regardless of vaccination status - will be required to wear a face covering upon entering and exiting CCI facilities, in common areas and at customer sites.** A full copy of our updated face covering policy is [here](#).

Several reasons prompted this change, including:

- Changes in [CDC guidance](#) and in federal OSHA guidance recommending that vaccinated and unvaccinated individuals wear face coverings indoors.
- Public health orders in certain CCI markets, applicable to private employers, that require all individuals to wear face coverings indoors.
- The high level of transmissibility of the Delta variant, including among vaccinated individuals who may be asymptomatic.
- An increase in COVID-19 cases among CCI employees over the past few weeks.
- The dramatic increase in COVID-19 cases across the country and the high or substantial levels of community transmission currently in all states in which CCI does business.

We remain hopeful that conditions will improve and we will continue to keep you updated on any further policy changes, including with respect to face coverings. We realize that information has sometimes been conflicting among federal, state and local governments and public health authorities, and often differs across markets in our footprint. We also understand there are differences of opinion, especially on face coverings, within our communities. This remains a rapidly changing environment and we appreciate your patience as we take measures that we believe will best protect our employees, their families and our customers.

You can stay informed on our COVID-19 policies and preventative measures by visiting the [Intranet](#).

*Confidential, internal Consolidated Communications employee announcement.  
Not to be released externally.*



CONNECTING  
**YOU**  
BETTER

To: All Conroe, TX Employees  
From: Darlene Kee, Sr. Director of Employee Relations and Staffing  
Date: April 6, 2020  
Subject: Important Conroe Employee Notice – COVID-19

Last Friday, we learned an employee at the Conroe plant location at 508 Old Magnolia was experiencing symptoms consistent with COVID-19 and was tested for the virus. This morning, we learned that this employee has a confirmed case of the virus. The employee has been working from home since Tuesday, March 24 and will continue to work from home.

Employees working at the Conroe plant location who were identified as having direct contact with the employee have been notified. According to [Centers for Disease Control](#) (CDC), the virus is thought to spread mainly between people who are within about 6 feet of each other through respiratory droplets produced when an infected person coughs or sneezes. The affected work areas and common areas were disinfected and deep cleaned the evening of March 23 in accordance with CDC guidelines. The employee hasn't been in the office since the deep cleaning was completed.

As we have instructed, it is very important that all employees who have the ability to work from home are doing so now.

If you test positive for COVID-19 or think you may have been exposed to the virus, please inform Human Resources immediately by calling your [HR Business Partner](#). This applies to all employees, including those employees working from home. We will confidentially provide resources while we take all necessary steps to prevent spread, protect other employees and answer your questions.

Please refer to the COVID-19 [Resource Page](#) and the [State Dashboard](#) for the latest updates on employee confirmed cases, the status of state and local Stay at Home directives in CCI markets and other important information.

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April 3, 2020

TO: Consolidated Communications Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: Additional Technician Guidelines for Safety

Please see the attached [additional technician guidelines](#) for COVID-19 safety received from Consolidated Communications.

Should you have any questions, please contact your CWA Representative.

SJR/sv

[Attachment](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 Staff Representatives

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To: All CCI Field & Network Operations Employees  
From: Ryan Whitlock, Sr. Vice President Operations  
Date: April 2, 2020  
Subject: Technician Safety During COVID-19 Response

The Company continues to monitor the developments with COVID-19 and remains focused on the health of employees, their families and our customers and partners. As you know, many of the states and markets in which we operate have varying degrees of transmission and spread. The business continuity team continues to meet daily to assess the situation in each market and make decisions to protect our employees while continuing to provide services for our customers.

As an additional safety precaution for our front line teams, beginning Monday April 6, 2020, CCI will begin limiting certain non-critical work our technicians perform inside a customer's premise in all our markets. On Monday, our customer care teams will begin advising customers that we are temporarily suspending the placement of new orders for inside work including:

- Moving telephone/data jacks, wiring, modems and set top boxes
- Installing additional voice/data jacks and wires
- Installing additional video set top boxes for existing service

CCI will continue to honor our customer commitments already scheduled for this type of work. This means you may continue to be dispatched to complete the work above in coming days; however, limiting new orders now will reduce inside premise work in the very near future.

At this time, our technician workforce is still expected to continue entering customer's homes and businesses when necessary to complete new service installation, upgrades and repairs, but only after conducting a risk assessment of the premise. **Conducting this risk assessment is important to keeping you safe while meeting our obligations as an essential service provider. Using good judgment is an important element to staying safe.**

The risk assessment includes:

- Call customers ahead of arrival to inquire the following:
  - Is anyone in the residence or business experiencing COVID-19 symptoms?
  - Is anyone in the residence or business being quarantined or isolated?
  - Does the customer have any reason to believe they or someone in the residence or business may have been in close contact with a confirmed case of COVID – 19?

- **If a customer confirms any of the above conditions, contact your local manager for guidance on handling the customer's installation or repair – do not send the work back to the dispatch center or call dispatch to remove the work**
- If after entering a home or business you have reason to suspect an occupant has a confirmed case of COVID-19 or is exhibiting symptoms, please exit the premise and call your manager
- Operations managers will escalate as needed and work directly with their regional senior directors, human resources, safety or the business continuity team for a customized solution

Employees are NOT required to enter a home or business in which they have determined, through the assessment above, an elevated risk or confirmed case of COVID-19 exists.

As previously communicated, all field and network operations employees should practice the following prevention measures:

- Avoid close contact (within 6 ft.) with customers & co-workers
- Use disposable nitrile or similar exam gloves, when performing work within customer residences or businesses; **especially when handling customer equipment**
- Wear safety glasses
- Avoid shaking hands or other physical contact with customers & co-workers
- Avoid touching your eyes, nose, and mouth
- Cover your cough or sneeze with a tissue or your arm
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipes; this includes your company vehicle
- Wash your hands often with soap and water for at least 20 seconds, especially after entering a customer's home or business
  - Soap and water has been distributed for remote hand washing
  - Use an alcohol-based hand sanitizer with at least 60% alcohol

CCI continues to work diligently on sourcing N95 masks for our front line employees. Although the CDC has not changed their guidance on wearing masks, employees may elect to wear a surgical, N95 or other protective mask for their personal comfort if they have one available.

I sincerely appreciate the resolve our front line teams have demonstrated during this unprecedented challenge. Using good judgment during this event will ensure you stay safe while keeping our customers, first responders, medical staff and other essential businesses operational.

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