



AT&T Complies with COVID-19 Requirements

Protecting the health and safety of our employees, our customers, and the public is our top priority.

AT&T has undertaken significant measures to help keep employees, customers and the general public safe during the COVID-19 crisis.

AT&T has implemented work-from-home policies for a substantial portion of its workforce who can perform their jobs from home. Regardless of local directives permitting businesses to re-open, AT&T will not return these employees to an office environment until we are prepared to safely do so. At this point, AT&T anticipates employees currently working from home will return to the office environment slowly, in coordinated phases, over an extended several month period, prioritizing based on the needs of the business. In the meantime, those who can perform their jobs from home will continue to do so.

For those already in the field or a company work location delivering essential services for our customers, AT&T has implemented measures to help keep employees and customers safe. Common areas are being configured to ensure proper social distancing. Face coverings are provided, and their use is permitted at all locations, regardless of whether state or local regulations require them. We have taken steps to ensure appropriate social distancing between employee work stations. High traffic areas are cleaned and sanitized at frequent intervals. Employees are reminded to wash their hands often, and hand sanitizer is made available where it is in supply. Employees are asked to check themselves daily for symptoms of COVID-19, and any employee who is experiencing such symptoms is sent home and instructed to quarantine in accordance with CDC and health authority protocols.

AT&T has also taken steps to safely operate our retail stores. Many stores have been closed, particularly those in shopping malls without separate outside access. Some stores reduced their hours for a while, and some have reserved special times for vulnerable populations. Several AT&T stores are providing curbside service. Where customers do enter a store, staff and customers are expected to maintain appropriate social distancing. Retail store employees wear protective face coverings where required by state or local mandate, and all employees and customers are permitted to do so even if not required. Hand sanitizer is offered where it is available and any surfaces accessible to employees or customers are cleaned and sanitized at regular intervals throughout the day.

AT&T has also taken measures to help keep our service technicians and customers safe. Many are dispatched from home to limit personnel interactions. We ensure they have what they need to keep their hands clean throughout the day, and they are not to dispatch without these supplies. They are also provided face coverings which they wear if required by government mandate or if requested by a customer, and are allowed to wear them even where not required. Before engaging with a customer, technicians inquire if anyone at the location has been ill or in close contact with anyone who has tested positive for COVID-19. If able to go inside, they are to maintain a 6-foot distance from customers as much as possible. Install and repair procedures have been modified to minimize the time technicians are in a customer home, while still ensuring that the work is done professionally to keep customers connected during this health crisis.