



Connecting the Dots to the Cloud™

Considering recent health concerns, Packet Fusion may elect to implement a mandatory work from home policy for employees. The following plan of action has been established to sustain normal operating procedures.

### [Packet Fusion Remote Support](#)

Packet Fusion's support model was architected with the intent to enable support team members the ability to work remotely at all times. We utilize geographically disparate work centers across California and Texas, and COLO facilities in Sacramento. Our remote management and monitoring applications are designed to be accessed by engineering staff from any location and our ticketing and customer relationship management systems are cloud based, hosted by Microsoft.

Our commitment to you our clients remains the same, which is to provide you with world-class support. You can expect no changes to our response times, SLAs, or standards of client experience, regardless of where our team members are located.

### [Packet Fusion On-Site Implementation & Support](#)

Should a mandatory work from home policy be implemented for Packet Fusion employees as a result of growing health concerns, all non-emergency field work and on-site support may be immediately suspended. Any emergency situations that arise that require on site assistance from a Packet Fusion engineer will be escalated, assessed and addressed by Packet Fusion's management team on a case by case basis.

Please refer to the [Packet Fusion – Service & Escalation document](#) for our support engagement guidelines.