

COVID-19: GENERAL TIPS & TRICKS



1. If you have an Auto Configuration Server (ACS) that is capable of the following, it is recommended to:
 - If possible, schedule mass upgrades to reduce support calls.
 - Monitor subscribers' WiFi and data usage, and proactively upgrade their plans if they are capping out.
 - Maximize remote troubleshooting ([view details here](#)).



2. Offer free or reduced Internet and upgrades.

3. Identify locations to offer free WiFi Hot spots.



4. Conduct service call screening questions before a technician or employee is dispatched to a customer home.
 - Ask the customer a series of questions to determine the risk of COVID-19 exposure to the employee.



5. Minimize in-home visits whenever possible.
 - As a work-around to entering people's homes, mail or drop-off modems/routers ([view details here](#)).