

COVID-19 has affected each of us in many ways, and we have all made significant changes to adapt this unparalleled challenge. Here are some of the ways WOW! has adjusted, while still providing the services our communities need and protecting the health of our employees and customers.

## Online account management and support resources

We have made it easy to manage your account and troubleshoot common technical issues online, as our team is supporting an increase in customer calls during this time.

- It's simple, quick, and secure to use our [Online Account Manager](#) to view your bill, make payments, and manage your account.
- You can visit our Support page for [general questions](#) and [product guides](#).

## The health and wellbeing of our customers and our employees are our top priority

- We will offer you as much flexibility as you need when booking your installation or service call.
- We will attempt to notify you ahead of time to ensure everyone at your business is healthy and not at risk of either spreading or becoming infected with COVID-19.
- Our technicians wear personal protective equipment, including masks, gloves and hardhats, depending on the requirements of the job. They also have hand sanitizer and disinfectant wipes.
- In the spirit of social distancing and to help contain the spread of COVID-19, we have transitioned our employees to a work-from-home model.

This year has shown us the power in working together, and we are so proud of the way our teams, customers, and communities have shown resilience in the face of this unique challenge.