



3/12/2020

Notice to our valued Customers and Associates:

As a valued member of the Technolink of the Rockies' family, we appreciate the trust you have placed in us and our people.

There is no higher priority to Technolink of the Rockies than the safety of our customers and employees. We are closely following the CDC's guidelines and recommendations on the steps we can take to help prevent the spread of the virus. We have shared specific instructions with our employees on the importance of washing their hands and staying home if they feel sick.

We want to assure our valued Customers and Associates that our employees all have the capability to work from home and will be able to continue to provide remote service and support for our customers.

We want to be proactive with our customers –

If your business foresees a need for assistance to make it possible for employees to work at home, we ask that you email a request to service@asktechnolink.com. Our technical team is available to provide guidance and assistance on the steps required to do this. Additional resources necessary will be identified in preparation should the need arise. Each customer will be handled on an individual case by case basis. Let us know in advance if you may require service or assistance. We will respond to requests as efficiently as possible.

In order to protect our employees and customers, we ask that our associates notify us immediately of a possible exposure to the virus on your site and we will do the same. Please notify us in the case that any employee at your business tests positive for the virus. We want to know if our employees have been exposed and we will be diligent at notifying customers should one of our employees test positive.

We also know that many of you have scheduled consultations, diagnostics or repairs with us. If you have any concerns or need to cancel, simply call our office (303-790-8700 - press "1") or email us (service@asktechnolink.com) to reschedule your appointment.

Our technical and sales support will continue. We realize that your business cannot stop and we will continue to be there to support you.

Be confident that we are monitoring and acting on this developing situation closely. We are prepared to navigate through these challenging circumstances with your safety and confidence in us at the forefront of everything we do.

Sincerely,

Technolink of the Rockies
service@asktechnolink.com