

## **CIRBN Response to Coronavirus (COVID-19)**

Due to the extraordinary circumstances surrounding the worldwide Coronavirus (COVID-19) pandemic, CIRBN is taking a series of actions and precautions to ensure the well being of our employees, customers and greater community. These include:

- Free temporary bandwidth upgrades to any CIRBN end user customer who needs additional access during these circumstances
- CIRBN support team remains available 24x7x365 via
  - Normal support hours Monday thru Friday of 8:30AM – 4:30PM
    - Phone: 309-820-7321
      - Normally a live answer, if busy select Option 2
    - Email: [support@cirbn.org](mailto:support@cirbn.org)
  - After hours, weekends and holidays
    - Phone: 309-820-7321
      - Option 2 leave a non-emergency message for next business day
      - Option 5 live answer emergency support
- Closing the CIRBN office to the public effective March 16<sup>th</sup>
- We are still visiting client sites for all necessary engagements
- All employees have been instructed to:
  - Practice social distancing
  - Stay home if not feeling well
- CIRBN service will remain operational if a quarantine is mandated in Central Illinois. Services will continue to be provided with the same level of service you are accustomed to. We have the same capabilities in place to support your organization whether we are working in the CIRBN office or remotely.