ATLANTIC®
b r o a d b a n d
a Cogeco company

Atlantic Broadband continues to monitor developments related to the COVID-19 outbreak and to align its precautionary measures with those recommended by the Centers for Disease Control and Prevention (CDC), as well as federal, state and local health officials. We are working to ensure that our customers have continued access to vital connections at this time.

- We have conducted extensive business continuity preparations to ensure that our residential, business, enterprise, hotel/motel, MDU and carrier and wholesale customers will continue to have access to services as the situation evolves.
- Our investment in our fiber-broadband infrastructure has provided Atlantic Broadband with the necessary network bandwidth capacity to minimize disruption and to accommodate increased levels of demand that will occur during this time.
- Likewise, our investment in redundant paths will ensure high levels of reliability across the network.
- The Atlantic Broadband network is managed from a state-of-the-art Network Operations Center in Rochester, New Hampshire.
- In addition, the company maintains a back-up Network Operations facility and network management team located in Uniontown, Pennsylvania.
- Our network engineers are actively monitoring traffic to ensure ample capacity for high performance even in cases of increased data activity that will occur during the COVID-19 outbreak.

- Remote network monitoring capability will provide network engineers with flexibility in the event that federal, state or local measures constrict travel or access to facilities.
- Repair engineers are staged in strategic locations with tools and spares to help reduce time to repair that might occur due to travel restrictions or other measures implemented by federal, state or local officials.
- We are adhering to CDC protocols to help ensure the wellness of our network operations team members and technical personnel so that they are available to monitor the network and serve clients.
- We also will prioritize network maintenance activities and service-related requests from our carrier clients to ensure that carrier and wholesale clients can serve their customers and meet expected demands for increased bandwidth.

We are grateful for your business and know that you depend on our services. We will continue to monitor developments and will focus on your needs to ensure you have the connectivity you need at this critical time.

Atlantic Broadband understands that network connectivity is of critical importance, most especially during a time of crisis, and will devote its full resources to ensuring connectivity at this time.