

ACN is an award-winning direct selling company and provider of telecommunications, Internet, and other essential services that has been in business for 27 years, operating throughout the United States and in 25 other countries around the world. In connection with the pandemic, ACN has taken numerous steps to help our customers, independent business owners, employees, and community, including:

#### **Helping our Customers**

- Took steps to minimize financial impact to households, including waiving internet overage fees, extending payment terms for customers in need, and stopping suspension of service for customers that need extra time to make their payments.
- To maintain quality service levels and availability, increased Internet capacity and facilities to avoid traffic congestion, worked closely with all vendors to ensure installation process success despite technicians no longer entering homes, and modified supply chain process so that customers got what was needed for service.
- Maintained monitoring of and compliance with evolving COVID-related regulations and guidance impacting provision of telecom and Internet services.
- Enhanced customer service response and information flow by working closely with vendors to escalate customer problems for resolution and adjusting web portal and customer communications so that customers had clear process expectation.

#### **Helping our Independent Business Owners**

- Adapted sales and compliance training to a virtual environment.
- Increased training and support to help IBOs adapt to remote sales.
- Supported industry efforts to provide for independent contractors in COVID-related benefit programs.

#### **Helping our Employees and Community**

- Rapid response to understanding COVID related benefits to support employees including identifying and delivering on financial benefits available.
- Kept those that are unable to work employed.
- Quickly enabled remote worker set up.
- Created flexible work schedules to accommodate at-home challenges, such as employees needing to care for children.
- Provided assistance to employee families directly impacted by COVID-19.
- Provided 2300 meals to frontline workers in local area hospitals.