



FOR IMMEDIATE RELEASE.

Dear Fix-A-Phone Customers,

Our customers are the core of everything we do, considering the World Health Organization declaring the Coronavirus (COVID-19) a pandemic, our top priority is keeping our customers and staff safe.

We are following the procedures and guidelines recommended by the Center for Disease Control and Prevention (CDC) to help stem the spread of COVID-19.

In response, Fix-A-Phone is taking the following steps.

- We have stocked up on the necessary supplies of disinfectant materials and hand sanitizer to frequently clean high-touch surfaces to kill germs and ensure our location is a safe environment for both our customers and store associates.
- All employees have been instructed to stay home if they are sick and are expecting flu-like symptoms related to COVID-19, no matter how mild, and until they have been cleared by a medical professional to return to work.
- We have outfitted our store with Ultraviolet Sanitizers for all incoming and outgoing devices being repaired. If you are checking-in a device, we will be sanitizing the device, and prior to your pickup to ensure everyone's safety and wellbeing.
- We have no intention of shuttering operations. We understand the importance of reliable communications, and the need to be connected during this time.

As we all adjust to the precautionary measures that everyone is taking to prevent the spread of this virus, Fix-A-Phone wants to assure you that your safety and well-being continues to be our top priority.