

Execulink Telecom Responds Rapidly to COVID-19 with Support for Customers and Employees

(Woodstock, ON) March 26, 2020 – [Execulink Telecom](#), the community-focused telecom provider headquartered in Woodstock, Ontario, has announced rapid changes to support its customers and employees through the COVID-19 pandemic.

In a March 17, 2020 statement released via [blog post](#) and email, CEO Ian Stevens shared the company's stance on providing awesome service to Execulink customers and support to Execulink staff. "The health and safety of our community and our people is paramount," writes Stevens. "In light of the recent developments concerning COVID-19, Execulink Telecom has made the decision to support social distancing by closing its public storefronts until further notice and encouraging our staff to work from home whenever possible."

Execulink Telecom is doing everything in its power to ensure that the impact of COVID-19 safety measures and adjusted policies is minimized for customers while continuing to provide them with awesome service. With an emphasis on consistent and honest communication, Execulink is standing behind its commitment to awesome service by remaining available to customers for technical support and inquiries 24/7 over the [phone, through email, live chat](#), and social media.

Other support steps include waiving overage fees for Internet services until April 30, 2020 for both residential and business customers, offering free previews on many of its TV channels, such as Disney and National Geographic, until April 30, 2020, arranging for shipping on necessary hardware returns and exchanges, and assessing service calls on a case-by-case basis to best serve the customer and keep both customers and technicians safe.

The telecom provider is also encouraging its customers to take advantage of e-billing and pre-authorized payment options to reduce the risk of transmission or infection. The need for face-to-face contact or mail handling is eliminated with the use of electronic billing and payment options, making the process safer for all. Utilizing these solutions is easy and can be done through personal online banking or by setting up pre-authorized payments. More information is available through [MyExeculink](#).

As for its employees, Execulink moved quickly in transitioning employees to working remotely to assist in social distancing. As of Monday, March 16 2020, all who are able to work from home are doing so.

A drop-off program was organized with employees so the equipment they need could be delivered right to their doorstep. Beyond supplying employees with the necessary equipment, like computer monitors and headsets, new tools were immediately put in place to support employees in their new reality of working remotely.

Online platforms like [Highfive](#), a video-conference meeting tool that allows for meetings as small as two people and as large as required, have made conducting essential business meetings an easy reality despite not having a physical meeting space. The telecom provider is also newly using [Mattermost](#), a flexible, open-source messaging tool that permits secure messaging between colleagues, teams, and even the entire Execulink team.

“My team is loving how connected we still are, even though we’re working from different parts of Southwestern Ontario,” says Nicole Paterson, the Marketing Manager at Execulink. “We’re still able to have our weekly meetings and collaborate on projects while making sure everyone stays safe. It’s great to be part of a company that puts its people first.”

In what has truly been a team effort, Execulink Telecom has come together to provide awesome service and a safe approach to working in what is an unprecedented time.

As Ian Stevens writes, “Thank you [to our customers] for your patience as we navigate this challenging time in our communities, both local and global. A big thank you to our employees, who have worked long and hard to ensure that we are in the best position we can possibly be to manage the impact of COVID-19 in our communities. I am proud to have such dedicated, caring people working with Execulink. We look forward to connecting with you face-to-face again one day soon. Until then, take care of yourselves and of each other. ”

About Execulink Telecom

In operation since 1904, Execulink Telecom has evolved from a small independent local telephone company into one of the leading telecommunications providers in Ontario. Through innovation and forward-thinking, the telecom provider has cultivated what began as local telephony offerings to provide a full-scale suite of telecommunications services including data, internet, television, mobility, and advanced voice features. These services are now available to all levels of industry, encompassing 50,000 business, enterprise, government, and residential customers.

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