



## **GVTC Technicians on the Frontline for Customers**

Monday, April 6, 2020

Businesses and families everywhere are adjusting to a new (albeit temporary) normal due to the COVID-19 pandemic, and it's in these times where a person's true form comes to light. GVTC, among the few that provide essential services to the public, recognizes its responsibility to support its local community, doing everything in its power to ensure its employees, customers, and service area are safe and connected.

### **Providing Consistent Service**

Like all telecoms right now, the communications services GVTC provides are in extremely high demand, and our network is being tested by greatly increased usage. Fortunately, its robust fiber optics network remains consistent, helping GVTC deliver on its commitment to the [Keep Americans Connected Pledge](#).

"We are at a time when our customers need us more than ever, and as we continue to provide critical communications services, everyone's safety is GVTC's top priority. It's extraordinary to see our staff step up to the plate, working tirelessly to take care of our community," said Ritchie Sorrells, GVTC President & CEO.

### **Technicians on the Frontline**

Continuing with business, though, doesn't come without its own challenges. As more and more workers across America transition to a work-from-home status, there are still many customer-facing positions like field technicians that do not have this option.

Following [CDC guidelines for the COVID-19 pandemic](#), GVTC has transitioned 85% of its workforce to their home offices and has instructed all customer-facing roles (mainly field technicians) to adhere to appropriate preventative measures including social distancing of at least 6 feet from customers during installations, washing hands regularly, and staying home if they exhibit signs of illness. The best course of action we've found is to remain hopeful, yet also diligent and cautious, as we navigate this new way of conducting business and servicing our customers.

"Because of our employees' bravery and determination, GVTC is able to maintain its strong network to provide crucial services that keep everyone connected and make

working from home possible," said George Oneal, GVTC Vice President Network Services.

## **One Community**

To all personnel currently serving their community in the midst of this crisis, we say thank you. From one essential business to another, GVTC understands the sacrifice and commitment required at this time and everyone is in this together.

"In times like this, your solid services really shine. The recent upgrade to 250 Mbps internet speed and the next-generation router [GVTC] hooked us up with is a bonus. My wife already worked from home and now I am as well. I've been a loyal customer for 20 plus years. Thank you," said Phillip H., GVTC fiber customer.

For more information and the latest updates on how GVTC is stepping up during the COVID-19 pandemic, you can visit our website at [gvtc.com](http://gvtc.com).

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### **About GVTC:**

GVTC is an award-winning fiber optics communications provider delivering high-speed Internet, digital cable TV, phone and interactive home security monitoring to residential and business customers in far north San Antonio, the Texas Hill Country, and South Central Texas. GVTC offers Internet connection speeds up to 1 Gbps and symmetrical broadband connections, up to 250 Mbps.

GVTC's wholesale carrier transport network delivers Ethernet data delivery between San Antonio, Austin, Dallas, and Houston, with access to remote Texas markets. The company's philanthropic arm, The GVTC Foundation, is celebrating more than a decade of charitable giving. More than \$3.5 million in contributions have been given throughout GVTC's service area.

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