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Computer Central will remain at our normal hours of 8 a.m. – 5 p.m. Monday Friday, if it does not impose any danger to our staff, clients and the general public. Based on the Department of Homeland Security, it is understood that IT (Information Technology) is a critical infrastructure and to be available to support other entities that provide critical and essential services. We have changed our business practice somewhat that we need to make our clients aware of. If you call us for on-site support at your business, we may ask you if have been sick or your staff has been sick. We do not want clients to be offended. We want to ensure one another's safety. If any of our staff is exhibiting illness, they will not be permitted to come into work.

Until this pandemic shows signs of improvement and shows low risk to the residents of North Carolina, we are also curtailing any on-site residential support calls for clients. Our office is open to take in your hardware if you want to bring it in to our office for repair. As an alternative, we also provide fee-based remote and phone support to residential clients that would rather handle the repairs over-the-phone. Over 80% of repairs are software related and can be resolved over the phone remotely.

Many of our business clients have already started working remotely, have a skeleton crew working or also provide essential services and are fully staffed. We will continue on-site services for our business clients for those reasons. For more information regarding COVID-19 and the IT Information Technology Sector, please visit the following links:

<https://www.cisa.gov/identifying-critical-infrastructure-during-covid-19>

<https://www.cisa.gov/information-technology-sector>

Computer Central is grateful for the efforts of all the first responders, medical teams, and those that are on the front lines working hard during the COVID-19 outbreak. Our technical staff are included in that message. Without their efforts, our clients would not be able to do the work that they need to do. Our technical staff has been incredibly busy setting up clients so they can work from home, setting up telemedicine solutions so our local medical providers can triage during social distancing, as well as be available to answer support questions. We want to send a special thanks to you them: Brent, Danny, Eric, Jimmy, John, Joseph and Josh. ***You guys rock!***

Thank you to our clients to your continued business and support!

