



You are in our customers' homes each and every day as the face of AT&T. As such, your safety is our top priority, and we're taking the coronavirus seriously to avoid any unnecessary risk of exposure to you or our customers.

Asking the customer a few questions upfront will help. It all starts with the pre-dispatch call to the customer (best option) or the introduction at their front door. **Here's an example of how the conversation can go with Recommended Script:**

Mr./Ms. Customer, AT&T cares about the health of our customers and employees, and we're being cautious due to the coronavirus. Therefore, I'd like to let you know that I have not knowingly been in close contact with anyone with coronavirus. I'd also like to ask you just a few questions.

- ***First, is anyone in your home sick or quarantined?***
- ***Second, in the last 14 days have you or anyone in your home traveled to or through any high-risk Level 3 countries? That includes changing planes or trains in that country.***
- ***And third, do you know if anyone in your home has been in close contact with anyone with coronavirus or who has traveled to or through one of those high-risk countries within the last 14 days?***
- ***Thank you. Are there any questions you have for me?***

Note the following:

- If the customer asks you the same questions, please answer them. This will help put them at ease too!
- If the customer asks, the CDC defines "close contact" as (a) being within approximately 6 feet of a COVID-19 case for a prolonged period of time (close contact can occur while caring for, living with, visiting, or sharing a healthcare waiting area or room with someone with COVID-19), or (b) having direct contact with infectious secretions of someone with COVID-19 (for example, being coughed on by such a person).
- If the customer responds "No" to all three questions, proceed business as usual.
- If the customer responds "Yes" or refuses to answer any of the questions, follow the [Alternate Dispatch Guidelines](#) on next steps. And remember, at any time, if you are ever concerned about your safety, immediately contact your supervisor.

March 12, 2020

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