

Customer Contact Strategy (Residential)



Purpose: To update our customer contact process based on current conditions.

You are in our customers' homes every day as the face of AT&T. As such, your safety is our top priority, and we're taking the COVID-19 pandemic seriously to avoid any unnecessary risk of exposure to you or our customers.

It all starts with the pre-dispatch call to the customer (best option) or the introduction at their front door. Here's the recommended script:

Mr./Ms. Customer, AT&T cares about the health of our customers and employees, and we're being cautious due to COVID-19. 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 before proceeding with your order today.

Questions:

1. First, is anyone in your home sick or quarantined?
2. Second, in the last 14 days have you or anyone in your home been in close contact or exposed to a known COVID-19 case?
3. Third, for me to complete this order today I may need access to the inside of your home. The CDC has recommended that all persons maintain a 6-foot separation. Is there anything that would prevent this from occurring while I am working in or around your home?
4. And finally, do you have any concern with me entering your home today?

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 four questions, proceed business as usual.
- If the customer responds "Yes" or refuses to answer any of the questions, follow the [Alternate Dispatch Strategies](#) on next steps.

Reminder: The decision to enter or not enter a home ultimately resides with you, the technician. Based upon observed concerns, technicians who believe that it is not safe to enter a home should contact their supervisor and begin [Alternate Dispatch Strategies](#).