



Dear Customers, Partners and Friends,

Like you, OneStream Networks is closely monitoring the global impact of Coronavirus (COVID-19) and evolving our responses and operations with priority on the health and safety of our people and customers and continuing to drive world-class services without interruption.

From a corporate and global services perspective, OneStream is fully prepared to maintain full global service and functionality through this unfortunate situation. We are practicing all the guidelines as set forth by federal, state and local agencies and actively monitoring and evaluating any new evolving guidelines. Our distributed, world-class facilities provide suitable social separation without compromising network and system performance or service and support levels. In the event that remote working is required and/or essential, OneStream is fully equipped, prepared and trained to operate at 100% performance and customer support levels across all departments, management and functional groups.

As a reminder, OneStream's Global Network Operations (NOC) staff is available 24/7 to live-assist with any service requests. Contact information below:

OneStream Networks Support and Service

Link to Support Email: [E-Mail Support](#)

Or call: 800-869-0315 or +1-585-563-1850, press option 1

Should you require escalation and support at a higher level, please use the link below for OneStream's Support and Escalation Procedures and Escalation:

[OneStream Networks Global Support and Escalation Contacts](#)

From a services perspective, OneStream plays an important role in helping its customers achieve their global voice, data, video and security goals and vision, including Emergency Preparedness and Business Continuity Planning and Response. Regardless of your current OneStream services, you can count on our experts to assist your company with contingency planning, emergency support solutions and long-term transformation design and consulting.

OneStream has Sales and Engineering Design Specialists on standby to assist you and your company with a business continuity solution. Please reach out to our team via below Email or phone numbers.

OneStream Networks Sales and Design

Link to Sales Email: [E-Mail Sales](#)

Or call: 800-869-0315 or +1-585-563-1850, press option 2

For consideration, OneStream Networks offers a wide range of services that can accommodate all continuity and emergency needs. Below is a list of some key OneStream services and capabilities that may help mitigate risk and ease the logistical challenges of enabling and executing on a Remote Working environment:

- **Remote Voice/UC (Desktop Phone):** Take your OneStream cloud-based telephone home to operate over broadband Internet.
- **Remote Voice/UC (Laptop/PC):** Install the OneStream softphone application on your laptop, tablet or PC to replicate your office phone.
- **Remote Voice/UC (Mobile):** Install the OneStream Mobility application on your smartphone to transparently extend your office phone capabilities.
- **Forwarding Flexibility:** Forward your telephone numbers (DID/DDI) to an alternate number, such as a mobile device.
- **Rerouting and Call Continuity:** Reroute your inbound traffic to an alternative location.
- **Collaboration and Video:** Deploy OneStream's leading Unified Communications (UC) services, enabling Instant Messaging, Video Chat, Screen Sharing, Voice Calling and Presence Information.

As always, OneStream Networks is committed to providing the tools that enable your success. In this time of crisis, we are equally prepared to assist and guide your company with any requirements that can help your company navigate the communications challenges associated with this unfortunate, evolving situation. Don't hesitate to call or contact OneStream with any questions.

Best Regards,
OneStream Networks Team