

Friday, June 19, 2020

Dear Customers & Potential Customers:

Waupaca Online operations have been altered since the middle of March due to the COVID-19 pandemic. As we follow what is going on in our region, recommendations and what is being asked of city staff, we will again be adjusting our operation. We have worked hard over the past few months to make sure there is little noticeable impact to our customers with how our operations have been run with the safety of our customers and staff in mind.

Effective on Monday, July 29, our staff work schedule will resume to normal. This will put all work our operation does back to normal status with one exception. A lot of the work our staff does is independent or requires a team of two, can be done remotely or in situations where staff is physically distanced from other people, it is just the nature of the work we do and has made running Waupaca Online the past three months smooth.

The one thing, as of this writing, we will NOT be doing is entering customer homes or businesses. We will continue to do all outdoor work. We will be re-evaluating this in early July. For now, these are the details on remaining outdoors while at your location:

- Waupaca Online staff will be permitted to do outdoor work only. They will not be able to enter your house or business. Most of the work we do is outdoors. Indoor work consists of the cable run from the outdoor internet antenna and plugging in a power supply and router.
 - There will be three options to get the cable from the outdoor antenna into your building. This is the one part of our installation that becomes tricky not entering your house or business. You will be able to discuss the preferred method with our staff:
 - We can **temporarily** run the cable through a nearby window, door, vent or other such opening. We will come back when it is safe and complete a proper cable run.
 - We can follow a pre-existing opening on your building. This could be pushing the cable in along extra space around a pipe, perhaps replacing an old cable, no longer in use, or another small opening on your house.
 - You can drill a hole in which we pass the cable. We have the proper items to cover and caulk the hole on the outside of your house.
 - We will leave the equipment needed at your front door or other predetermined location for you to hookup indoors. This typically consists of a power supply that connects to the cable entering your residence. From there you plug this into a router (you have the option to use your own router or purchase one from us). Staff will guide you over this step via the phone.
 - The user agreement, which you will need to sign, will be mailed with your first bill.
 - We ask while we are on-site you keep your distance from our staff and we will keep distance from you.
 - Each Monday, our customer service staff will call all installations scheduled for that particular week. We will confirm several things with you:
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- Discuss appointment status. If things change on our end and we need to postpone we will discuss. If you would prefer we not be on-site, we can accommodate and reschedule.
- We will ask if anyone who is located at your location has been sick, if so, we will ask to postpone the appointment for two weeks. Even though there should be little to no need for close physical contact with our staff, we want to be 100% safe.
- We will review our installation process and discuss the best route for completing the cable run.
- We will also need to get the phone number of the responsible party who staff will communicate with when we are on-site.

Thank you for your understanding, cooperation and keeping safety in mind as you work with Waupaca Online.



Joshua Werner, Director of IT & Community Media
City of Waupaca/Waupaca Online

Important Contact Information

Tech Support – phone: 715.942.9919 e-mail: info@cityofwaupaca.org

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