



Update from Catalina Broadband

The outbreak of COVID-19 has spread worldwide and has been declared a pandemic. Together, we find ourselves in unprecedented territory. Things have moved very rapidly over the past few weeks and is affecting all our communities, our families and how we've been enjoying life connected.

Catalina Broadband Solutions is here to help as we know how important it is to remain connected to essential services, including Internet and TV. We also are striving to keep our employees safe and healthy, which is why operational changes continue to evolve.

Meeting Customer Needs

Below are ways Catalina Broadband is helping to keep you connected:

Network Reliability and Performance is of utmost importance, we have our network engineers, operation centers and maintenance crews working daily to ensure that our services continue to perform as you expect and need.

Catalina Broadband Wi-Fi Hotspots are available at no cost to customers for the next 60 days through May 30, 2020. The hotspots will be open and free to all community members. To join the hotspot use the password "RONA2020" once you have connected to the hotspot and are prompted for it.

More entertainment is available in all television packages during a free preview period to keep you and your family entertained while at home. You will be able to enjoy the Hallmark Channel (99), Outdoor Channel (118), NBC Universo (35), Oxygen (191),

CNN (152), CNBC (154), MSNBC (153) in many instances thru May 13th. We are exploring making other channels available as well.

School Partnerships. We have partnered with the Long Beach School district and Avalon Schools to offer 10Mbps Internet service to make sure students who need Internet access for their education have it available to them for the remainder of the school year.

Keeping Customers & Employees Safe

Your patience is appreciated as enact new guidelines to help keep customers and employees safe and healthy:

Office Hours at the Metropole location for walk in service has been temporarily suspended in Avalon to help maintain social distancing. Customer Care remains available by phone 877.202.1491 and 24/7 technical support remains available.

Technicians while maintaining social distancing, are conducting service calls for essential services only during this period. Other safety precautions include our technicians performing frequent hand washing and using hand sanitizer and gloves.

Work from home has begun to support the statewide public health efforts. We've instituted telework for employees who are able to work from home. Please be aware that, as always, quality customer care remains one of our highest priorities.

Thank you for your continued confidence in Catalina Broadband Solutions to keep you connected and please remain safe.