

Bulletin No. 001

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Covid-19

Coronavirus

We are prepared and ready to help.

As the situation with Covid-19 continues to develop, ASTCA is taking steps to ensure that we will be able to serve our community with Internet and telephone services, no matter what changes occur in American Samoa. We know that everyone will be relying on ASTCA more than ever, which means we need to be prepared.

Promoting health and safety. For everyone.

Nothing is more important than the health and safety of our staff and our customers and the most vulnerable members of our community. We are taking specific steps to minimize health risks to our teammates, our clients and our communities. This includes changes at our offices, our stores, and out in the field, where many of our staff members work every day.

We ask your cooperation while we enforce enhanced hygiene measures and "social distance" in our stores and when visiting your home or business. Note that our staff will be unable to service some locations where individuals are practising isolation and self-quarantine.

Contacting Customer Service.

ASTCA customer service continues to be available 24 hours a day at 699-3000 (or 611 from an ASTCA phone). You may also contact us via email at customerservice@astca.net, or on Facebook Messenger at @astca684. We encourage customers to minimize face-to-face transactions by making payment online at www.astca.net.

Rely on ASTCA Internet Services.

We anticpate significantly increased demands for Internet and telephone usage in the weeks ahead, and will prioritize uninterrupted service (without slowdowns) in Internet connectivity. When necessary, we will increase bandwidth allowances for customers so that Internet remains fast even when there are multiple users simultaneously using the Internet in homes.

As new developments emerge, we will share information with you.

Our mission is to provide highly reliable telephone and Internet services as our community takes steps in response to the Covid-19 threat. Please contact ASTCA if you have specific concerns or ideas for how we can serve our customers and our country.

Be safe and take care.

Management and Staff American Samoa Telecommunications Authority





