

RuralLynx COVID-19 Update

With COVID-19 and the government mandating shutdowns for workplaces, as well as businesses encouraging working from home to assist in social distancing, RuralLynx is currently working with our suppliers to get ahead of the curve and keep sufficient bandwidth for all our customers. As we upgrade infrastructure to meet this quickly rising demand, keeping you online and in touch, we want to keep you advised about what is happening, and what action we are taking to improve our service.

Firstly, as we work to get more bandwidth, some locations may experience slow down during the evening. Although we pride ourselves in not overselling our locations and making sure we have sufficient bandwidth for all our customers, this sudden influx was something we were not completely prepared for. This could, possibly, slow down certain customers during peak times. Although this should be minimal, we want to warn of the possibility that some customers may not have full package speeds during peak time. To meet this sudden increase in demand, we need more bandwidth from our suppliers, but also, we need to upgrade. We could leave this as it is and return to the norm once the COVID-19 situation subsides, but in preparation for the future, we are using this time to improve and upgrade to more recent wireless technology.

As a rural wireless provider, much of our network operates on the 900mhz and 2.4ghz radio frequencies. This technology is great for reaching those hard to get to places, but it lacks the ability to push the higher speeds that people demand in today's 'work at home' scenarios. We are moving to replace and upgrade older systems, but this means we may have to work with customers who are on these legacy units to find alternatives. We have no plans to just abandon our existing client base, but this portion of the wireless spectrum is becoming more and more crowded, and we cannot keep putting money into a dying technology. What exists will remain in operation, but as the equipment reaches the end of service life, we will need to work with the customer to find alternatives to maintain service.

Lastly, RuralLynx is working to do our part with social distancing. We will be providing repair service for complete outages only. People with internal network problems at this time will have access to online and phone support only. Installs will be scheduled, but only outdoor work will be completed. You will be responsible for creating the point of entry for the cable and connecting/setting up your own home router. Your safety, and the safety of our team, is of the utmost importance to us, and we have only put these procedures in place until we see some improvement in the COVID-19 situation. We will be making documentation available on our website to assist with this indoor set up, and we will also be available in the office to help if required.

We are dedicated to working with our client base through this transition period. There will be a learning curve for all, but we are confident we can emerge safer and healthier, providing improved service for everyone in this ever changing epidemic.