

**One Stop Shopping**

**For All Your Computer Needs**



## **Now that you need it most, we'll help you stay connected and do more at home**

During these unprecedented and uncertain times for everyone. We are being faced with a new reality, which includes staying on top of critical information and communication with a variety of stakeholders. At Nexusds, we are working diligently to support you in every way.

### **What is Nexusds doing?**

We knew early on that we needed to be available to keep everything working smoothly with so many of us working from home.

Any current internal upgrades are on hiatus (not that we needed any given even with triple demand on services we are averaging under 1% capacity). **You are in good hands.**

The Nexusds team has been self-isolating as much as possible and limiting contact with anyone other than immediate family - only as a precaution and long before health officials mandated do so. Also, we have worked with all our vendors to setup electronic payments - this helps everyone avoid unnecessary contact

We realize more users are working remotely and to help, we are squeezing every Mbps we can out of customer lines!

### **What can our customers expect?**

Three very important things:

#### **a) Bandwidth**

If you feel you need more bandwidth or are experiencing any issues, please [contact us](#) and we'll see what is available. Most of our customers have been switched to new modems now and have the latest firmware, which means we are ready to make the best of your connection.

#### **b) Payments**

During these uncertain times, we ask that you please consider using e-transfer as your primary method of payment. You can send your e-transfer payments to [sales@nexusds.com](mailto:sales@nexusds.com). If you are not the account holder, just send a direct email advising of the payment you made and help us re-direct the payment.

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At Nexusds, we recognize that these are tough times for everyone and since our customers are our extended family, we want you know we are here for you. If you are a residential customer experiencing financial hardship, feel free to reach out to us and let us know what is happening. We will figure something out together!

Remember, continuous service is important because we need to keep in touch, search for work, file forms, do school work and so much more!

### **c) Security**

Now that you and your family are doing more things online, we want to give you peace of mind when it comes to network connection or malware. There are two new options available:

1. The first is DNS based and free (that's right, free!). Within this option, there are two selections: one that filters malware websites only and one that filters malware and adult websites.
2. The second is our business-grade web filtering program. This subscription-based service checks every web search and site access. We custom make rules as you see fit and push your connection through another firewall for even more protection. If you are interested in setting up either (or both) services, email [support@nexusds.com](mailto:support@nexusds.com) or your regular direct contact to get things going.

### **Stay in touch with us**

You can reach us by email or for more up-to-date new, follow us on [Facebook!](#) The bottom line is that we want to stay in touch with family, friends and us.

We will forge ahead together!