



COVID-19 Response Plan

In response to the unprecedented global Coronavirus (COVID-19) outbreak, we remain open and fully functional. We want to share with you what we are doing in order to ensure service continuity. Our two priorities right now are providing continued and uninterrupted service to you, our clients and to protect the safety and well-being of our employees. The following is what we are doing to meet those goals:

Remote Working

The Sunshine Communications Team members are fully equipped with remote-work-from-home access to our central operations and have complete connectivity from the safety of their home. This was done so that there is no interruption of service for you. Each Sunshine Communication employee has been successfully set up in their home offices so that they can create a secure, comfortable and efficient work space. We have agents available on our home office site as well keeping safe a distance from each other. These agents could be moved home if the need arises.

100% Ready Infrastructure And Redundancy

Our infrastructure has been completely ready for the massive work-from-home situation long before the Coronavirus outbreak. Remote work is part of our infrastructure and many of our employees have taken advantage it over the years. This system has been used, tested, and ready for this situation. Our employees are skilled and trained at using the system.

Keeping The Human Touch

Sunshine Communications Services continues to run our operations 24/7/365. We are doing our best to ensure the usual availability, quality and speed of our customer service. Our business thrives because of the relationship we have with our clients. As we tackle new challenges, we look forward to building a stronger future together. We urge you to stay in touch with us and allow us to help you reach your goals.

Please stay safe and healthy.