

COVID-19: Frequently Asked Questions

As of March 12, 2020

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HEALTH & SAFETY

(NEW) [I have visitors scheduled to come into our building. Is that okay?](#)

We discourage personal visitors to our work locations until further notice. And meet with vendors virtually, whenever possible.

[What will we do to clean locations where there is suspected or confirmed exposure?](#)

We're following international cleaning protocols established by the CDC and the World Health Organization. Corporate Real Estate is monitoring for evolving requirements in collaboration with in-country partners. In case of a confirmed case of COVID-19 in an AT&T office, Corporate Real Estate is prepared to activate further preventative measures and engage professional vendors to disinfect exposed areas.

[What are we doing in offices to help prevent the spread of germs?](#)

AT&T office locations in impacted regions are providing employees with additional hand sanitizer and antiseptic wipes. Additionally, all AT&T office locations continue to engage in daily cleaning practices, including providing the appropriate supplies.

[How can I help prevent the spread of COVID-19?](#)

All employees are encouraged to practice every day preventative actions which can be effective at helping prevent the spread of not only the coronavirus, but also the flu and colds. The CDC has a comprehensive list of actions you can take every day to keep the spread of any virus at bay, such as:

- Wash your hands often and thoroughly – be sure to count to 20.
- Avoid touching your eyes, nose and mouth.
- Disinfect your work space daily with normal disinfectants. Remember your phone, headset and computer accessories.
- Also, take care of yourself by eating well, staying hydrated and resting.
- Lastly, please help dispel rumors, which could cause unnecessary alarm.

If you're sick, contact your medical provider immediately. Contact your supervisor as well to make alternative work arrangements before reporting to work.

If you believe you may have been exposed to COVID-19, contact your medical provider first and notify your supervisor, who will engage AT&T Environment, Health & Safety.

Does AT&T intend to distribute masks and other personal protection equipment to us?

We will not distribute masks to the general employee population, at this point. Right now, the CDC only recommends the use of masks for people who have been diagnosed with COVID-19 – and for health workers or people caring for them.

If you're sick, contact your medical provider first and your supervisor to make the necessary work arrangements prior to reporting to work.

We are also monitoring the situation and are prepared to follow CDC guidelines for personal protective equipment. We are following our business continuity plan for communicable diseases and will activate business unit resources and efforts if additional protective measures are required.

I heard that thermometers are being used to check people's temperatures at some airports and businesses. Will AT&T do this?

The health and safety of our employees are most important. At this time, the CDC does not recommend employers check employees' temperature, and we do not intend to do so at this time. We will monitor the situation and follow CDC guidelines for health checks at AT&T locations, if needed.

My state just declared an emergency for COVID-19. What does that mean?

State governors may declare an emergency when they believe an emergency situation is imminent and may require state or federal aid for local efforts. It makes it easier for local entities to receive support when needed – even when the situation is not yet an emergency.

HUMAN RESOURCES

(NEW) I hear that some employees are working from home. May I work from home?

Beginning Monday, March 16, if you're in a job that can be done from home, you should do that until further notice.

- If your job requirements make it so you cannot work from home, you should continue to work in your primary work location and make every effort to reduce your proximity to others.
- If you do need to work onsite, your supervisors may work with you to stagger your arrival time – that way we can reduce the number of you arriving at any one time at any given site.

(NEW) Will AT&T be open during this time?

Even though our work locations remain open, as an extra precaution, we are closing on-site cafeterias and fitness centers. We're also increasing the cleaning of our work sites and are working to provide you with additional cleaning supplies.

(NEW) I'm concerned that I may be at a higher risk of contracting COVID-19. What can I do?

What we know about the virus will continue to change. At this point, experts tell us that certain individuals may be at higher risk. For those of you who are 60+ years of age or have heart disease, lung disease, diabetes, or cancer and cannot work from home, you may take up to 80 consecutive hours (2 weeks) of excused, paid leave. You may submit a request [here](#) or contact HR.

(NEW) My child's school/daycare has closed due to the COVID-19. What can I do?

We know that schools and daycares are closing, and some of you are having to make alternative work arrangements – or even to miss work – to care for your children. Consistent with local laws, we are providing limited, excused paid time off for parents and legal guardians who need to take time off if a school or daycare closes. In order to qualify, [please complete this form](#).

(NEW) If both my spouse/partner and I work for AT&T, can we both request a leave for a school closure related to COVID-19?

Only one submission per household will be considered.

I'm concerned about my health and want to avoid exposure. How do I make alternative work arrangements?

We are addressing potential risks and situation on a case-by-case basis. Please contact your supervisor and HR business partner if you have any concerns.

(NEW) What can I do if I need to self-quarantine?

Call your supervisor to discuss options. We are providing limited, excused paid time off for anyone who may need to self-quarantine (and cannot work from home) because they are exhibiting COVID-19 [symptoms](#), have tested positive for COVID-19, have been exposed to someone who has, or have recently returned from a high-risk country. Learn more [here](#).

I've been exposed to the virus, when can I come back to work?

We are addressing potential risks and situations on a case-by-case basis. If you may have been exposed to COVID-19, please contact your medical provider immediately – and notify your supervisor, who will engage AT&T Environment, Health & Safety.

Supervisors: If an employee may have been exposed to COVID-19 and is presenting flu-like symptoms, please notify your HR contact and call the Environment, Health & Safety Organization (EH&S) at 800-566-9347.

(NEW) Will insurance pay for me to get tested if I think I've been exposed?

Check with your medical insurance provider. If you are enrolled in AT&T medical coverage, testing will be covered 100% by your medical insurance provider as preventive services.

Working from home – **(NEW)**

I hear that some employees are working from home. May I work from home?

Beginning Monday, March 16, if you're in a job that can be done from home, you should do that until further notice.

- If your job requirements make it so you cannot work from home, you should continue to work in your primary work location and make every effort to reduce your proximity to others.
- If you do need to work onsite, your supervisors may work with you to stagger your arrival time – that way we can reduce the number of you arriving at any one time at any given site.

Will AT&T be open during this time?

Even though our work locations remain open, as an extra precaution, we are closing on-site cafeterias and fitness centers. We're also increasing the cleaning of our work sites and are working to provide you with additional cleaning supplies.

Based on the guidelines announced on March 12, 2020, when can I start working from home?

Beginning Monday, March 16, if you're in a job that can be done from home, you should do that until further notice.

If your job requirements make it so you cannot work from home, you should continue to work in your primary work location and make every effort to reduce your proximity to others.

How can I prepare to work from home?

Here are [best practices](#) and [resources](#) to help you prepare to work from home. Always remember our company's guidelines to protect proprietary and confidential information.

Based on the guidelines announced on March 12, 2020, how long should I plan to work from home?

There's no way to know how long you may need to work from home. We will prepare for our teams to return to the office once it's safe to do so. We will share more information, as it's available.

Am I supposed to work from home? Or can I work from another remote location?

We decided to institute work-from-home guidelines to protect our employees from exposure to the coronavirus (COVID-19). Please plan to work from home. If you need to work remotely – outside of your home – please take the necessary steps to prevent the spread of the virus.

Do I need to stay in my primary city?

This temporary work-from-home policy is designed to protect our employees. If you need to work remotely – outside of your home – please prepare to return to work on short notice. And, take the necessary steps to prevent the spread of the virus.

I was planning to be on vacation. May I still take time off?

Please submit your vacation dates to your supervisor, as usual. Visit with your supervisor about having a backup while you're on vacation.

Also, exercise increased caution for any personal travel plans. Take the appropriate preventative measures to care for your health and safety. And stay current with the list of high-risk Level 3 regions – according to the Centers for Disease Control – where non-essential travel is highly discouraged.

I was not able to get everything ready to work from home. Can I come into the office?

Yes, offices will remain open. IQ Bars across the country will be open during regular hours to help our teams. We simply ask that you take the necessary preventative measures to limit the spread of the virus – including practicing social distancing.

Will offices open during this time?

AT&T locations will remain open for employees who need or want to work onsite.

I prefer to work in the office. May I?

Yes, we simply ask that you take the necessary preventative measures to limit the spread of the virus. Whenever possible, stay 6 feet away from others.

My team needs to work in the office. Can we host a meeting?

If your team needs to meet for mission-critical collaboration, please limit the group to 5 people. And practice social distancing whenever possible – staying 6 feet away from others.

With these new guidelines, do I need to be online during normal work hours?

While the expectation is that employees will be available and online during normal work hours, we understand that these extraordinary circumstances may require employees to prioritize the health and safety of their families. Please visit with your supervisor if you need to make alternative arrangements.

I'm in the middle of a lease roll. What should I do?

Desktop support, including the IQ bars in the U.S., will remain open to help our teams. Please contact IT services for additional information: 1-877-448-6767.

I'm having issues with my VPN.

Click [here](#) for help if you encounter VPN issues.

- [Access troubleshooting](#)
- [Frequently asked questions on VPN access](#)

TRAVEL

Which regions are at high-risk for COVID-19?

High-risk regions are defined by the CDC as Level 3. These include China, South Korea, Iran and Europe – as of March 12, 2020.

What's a common carrier for travel?

Airplanes, buses, cruise ships, and trains are considered common carriers.

I was planning to travel for work, should I still go?

We're suspending all international travel (continent-to-continent) until further notice. Senior officers reporting to the Chairman may approve exceptions for mission critical – non-deferrable – travel. No exceptions will be granted for travel to/from high-risk regions (currently China, South Korea, Iran and Europe) defined by the [U.S. Center for Disease Control \(CDC\) as Level 3](#).

Additionally, all business travel is strongly discouraged and must be pre-approved by a business unit officer (Level 6).

Are there increased approvals for work travel?

We're suspending all international (continent-to-continent) travel until further notice. Senior officers reporting to the Chairman may approve exceptions for mission critical – non-deferrable – travel. No exceptions will be granted for travel to/from high-risk regions (currently China, South Korea, Iran and Europe) defined by the [U.S. Center for Disease Control \(CDC\) as Level 3](#).

Additionally, all business travel is strongly discouraged and must be pre-approved by a business unit officer (Level 6).

How do I ask for a pre-approval or exception to travel?

Senior officers reporting to the Chairman may approve exceptions for mission critical – non-deferrable – continent-to-continent international travel. In-country and intra-continental business travel requests on common carriers must be pre-approved by a business unit officer.

I've already received approval for pending travel. Do I need to seek reapproval?

Yes, all pending, mission critical travel should be reviewed and approved under this new travel policy.

I had a business trip booked and someone has already cancelled it. What do I do next?

Make the necessary arrangements to reschedule business meetings virtually, if applicable. You will be required to complete an expense report – even for canceled travel. We understand some of these expenses are non-refundable. When submitting your expense report after a cancellation, please make the following note: *Travel canceled following a corporate directive.*

I'm scheduled to attend a conference or convention. Can I still go?

It depends on the location and scale. New travel guidelines will apply. Please consult with your supervisor.

Do I need approval from my business unit officer to commute to work by public local train or bus?

No, but please continue to exercise increased caution and take the appropriate preventative measures to care for your health and safety.

Do I need approval from my business unit officers to use my own vehicle for business travel?

Please consult with your supervisor to determine if an approval is required.

I am an employee who works and drives in a company-issued vehicle. Is that restricted travel?

Please consult with your supervisor and continue to take the appropriate preventative measures to care for your health and safety.

How long will the travel restrictions be in place?

At this time, the situation is dynamic and recommendations from local governments and health authorities are changing regularly. Current travel restrictions will remain in place until further notice. As the situation evolves, we may adopt or amend protocols and will keep employees informed as appropriate.

What if I am currently traveling on business that is now restricted by the new policy?

Employees currently away on business travel are encouraged to return to their primary location as soon as reasonable. Please communicate with your supervisor regarding the timing of your return.

I am scheduled to attend leader-led BCP training. Is that being cancelled due to the travel restrictions in place?

Our TU team will provide instructions about scheduled training.

What about personal travel plans?

For any personal travel plans, please exercise increased caution. Take the appropriate preventative measures to care for your health and safety. And stay current with the CDC's list of high-risk Level 3 regions where non-essential travel is highly discouraged.

If an employee or someone they live with visits an area listed as Level 3 by the CDC, they will be expected to self-quarantine for 14 days upon their return – even if they are not showing symptoms.

What should I do if I traveled to a region where there is a known COVID-19 outbreak?

Depending on the country of origin, health authorities may provide specific guidelines at the point of entry, including airports or train stations. Please follow the guidance of public health officials and contact your supervisor to engage our AT&T response team for additional guidelines.

Consistent with CDC guidelines and out of an abundance of caution, we're instructing employees who have traveled to severely impacted areas to discuss alternate work arrangements with their supervisors and HR business partners – and expect to quarantine for at least 14 days upon return. As of March 12, these severely impacted areas include: China, South Korea, Iran and Europe.

Please work with your supervisor for additional instructions. Based on the complexity of ongoing efforts to prevent the spread of COVID-19, the AT&T response team is closely evaluating each situation directly to ensure consistency with the latest available information.

(NEW) What if I had a layover or stop in a Level 3 country, but didn't directly travel there or stay there?

Consistent with CDC guidelines and out of an abundance of caution, we're instructing employees who have been to severely impacted areas – regardless of purpose – to discuss alternate work arrangements

with their supervisors and HR business partners, and expect to self-quarantine for at least 14 days upon return. As of March 12, these severely impacted areas include: China, South Korea, Iran and Europe.

What if I'm quarantined in an area of outbreak? What payroll/attendance implications will there be?

Supervisors should reach out to their respective HR business partner – or the HR country manager for international employees. Depending on the situation, HR will provide additional guidelines on alternative work and attendance implications.

What if I know or suspect that I or someone with whom I am in close contact, such as a family member, has been potentially exposed to the virus?

Inform your supervisor. Supervisors should reach out to their respective HR business partner – or the HR country manager for international employees. Supervisors should also contact AT&T Environment, Health & Safety. Depending on the situation, HR will provide additional guidelines, as well as instructions on alternative work and attendance implications.

I'm an AT&T employee located at a customer site. What should I do?

Depending on the country or situation, property management – at AT&T and customer locations – may issue specific instructions.

Continue to monitor and follow the guidelines provided by the property managers at customer sites. We ask the same of vendors and contractors working at AT&T buildings.

VENDORS

I have vendors traveling to our offices for a meeting. Do I ask them not to travel?

For any meetings with vendors that would normally require travel for the employee or vendor, please participate virtually. We will inform our vendors of this guidance to our employees.

Do I need permission from my business unit officer to meet with vendors?

Please ensure that your supervisor is aware of any upcoming vendor meetings that may require vendors to travel – and make alternative meeting arrangements whenever possible.

RESOURCES

Where can I find more information about COVID-19?

Please visit the [CDC website](#) for answers to general frequently asked questions.

What are the symptoms for COVID-19?

Visit the [CDC website](#) for information on COVID-19 symptoms.

How do you test for COVID-19?

Visit the [CDC website](#) for information on COVID-19 diagnosis.

How do I ensure I receive timely company updates, as needed?

Please make sure your personal and emergency contact information is up to date – and encourage your peers to do the same. Click on the links below to update your information.

- [U.S. Employees](#)
- [International Employees](#)

OTHER**(NEW) How can I help support preventative measures?**

- Keep your device clean. Spray a non-abrasive or alcohol-based disinfectant directly on a paper towel and wipe down your device while it is powered down and unplugged.
- Share things like photos through text messages instead of passing your phone around.
- Since devices can collect germs, avoid putting your device on public surfaces and try to use a Bluetooth device or a hands-free headset to minimize the device's exposure to your face.
- Be aware of mild to severe respiratory illness with symptoms of fever, cough and shortness of breath. Call a medical care provider right away.