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CNSNEXT COMBATS COVID-19 WITH INNOVATION

THOMASVILLE, GA- May 4, 2020- With more students and families online than ever before working and learning from home, bandwidth availability and usage is of the utmost importance. “We have seen a massive increase in CNSNext network usage over the last several weeks,” said Marvin Golden, Network Operations Director. “Our daily Internet traffic is nearly doubled today from what it was just a few months ago. Because we understand that our customers are relying on having a dependable Internet connection, our team has been working around the clock to continue providing uninterrupted service throughout this unprecedented time.”

According to Don Atkinson, Chief Executive Officer of CNSNext, a network improvement project was completed earlier this year that has provided more stability to CNSNext’s Internet service while bandwidth usage is at an all-time high. “CNSNext prides itself on being a forward-thinking technology company,” said Atkinson. “As a matter of best practices, we strive to constantly improve our network and customer experiences and, as part of this process, implemented a very timely system upgrade that has equipped us to handle the massive demand for bandwidth that we are experiencing. The completion of this project allows us to provide our customers with a faster, more reliable internet connection experience.”

As part of the system upgrade that was completed, CNSNext upgraded critical links to the Internet from 10Gb to 100 Gb. “In addition to the linkage upgrade, our technicians have also been deploying upgraded modems, ports, and other technology to our customers and within our plants throughout our service areas,” said Atkinson. “This allows for greater capacity for our system as a whole, which has been key during the COVID-19 pandemic.”

The Network Operations Center (NOC) is also taking steps to ensure connectivity. “Our NOC employees constantly monitor traffic patterns on our network,” said Golden. “This allows us to proactively make changes and upgrades before problems can fully materialize. Reacting quickly can reduce the risk of negative impacts on customers when they need reliable services the most.”

In addition to being proactive on the backend, technicians have also been innovative in the field. “Due to health and safety concerns, we are not allowing technicians into customers’ homes at this time,” said Atkinson. “However, that hasn’t stopped CNSNext from delivering the quality service our customers have come to expect.” With limitations in place that keep technicians from entering homes and businesses, technicians are using creativity and innovation to continue meeting the needs of CNSNext customers. “Technicians are implementing methods to serve our customers from outside the premise with self-install assistance and troubleshooting,” said



Atkinson.

While many organizations have had to make operational changes due to COVID-19, CNSNext is using this time to perform additional plant maintenance that will further extend the network capacity available to customers. “We are always looking for ways to improve the customer experience,” said Atkinson. “Throughout this pandemic, we will continue to serve our customers and offer reliable access to the internet. We believe that the work we are doing to improve our system will serve our customers not just today, but for years to come.”

For more information about CNSNext and its product offerings, visit www.cnsnext.com.

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