

The coronavirus (COVID-19) is spreading across the globe and leaving no country, business or individual untouched. Our thoughts are with everyone affected by this virus as we take steps to ensure the health and safety of our loved ones, friends and colleagues.

We're navigating these unprecedented events ourselves at Acoustic. While our top priority is to ensure the health and safety of our employees, clients and communities, we also remain committed to our work, helping our clients and brands think through how to engage with customers, communicate appropriately, and navigate wisely during these challenging times.

What this means for our employees

Our workforce at Acoustic has always been distributed, we have employees all over the globe. So, a small silver lining to the current situation is that we have the infrastructure to work remotely without any disruptions, keeping our employees and their families safe while ensuring uninterrupted service to all of you.

The news around COVID-19 is evolving by the hour. Team members are monitoring the situation and following guidance of local authorities in their region. Our employees are our most valuable asset, and their safety comes first.

What this means for you, our valued customers

We are working hard to ensure your service isn't interrupted in these uncertain times, and we remain focused on providing the tools to help marketers unleash their best work.

We have a business continuity plan in place to address concerns surrounding COVID-19, and there are currently no anticipated changes to our support model despite the pandemic. We do not anticipate disruptions in any of our services, from the availability of the products, to customer support, including account functions like billing and invoicing.

As the situation evolves, we will continue to monitor both the headlines and our network and will update you with any relevant information as it becomes available.

I am proud of how our team has responded during this time of global uncertainty, and truly appreciate your business and support. I look forward to continuing to help you understand the human dynamics of the market and find new ways to resonate with your customers.

Sincerely,

Tom Heiser
CEO