

The Google Cloud team

## **Frequently-Asked Questions:**

### **Q: What is Google doing to monitor the situation?**

**A:** We are keeping a close eye on developments related to the coronavirus. Our global security and illness response teams are actively monitoring the situation through many trusted information sources such as the [WHO](#) and [CDC](#). To protect our customers, partners and employees, we're restricting international and domestic travel, encouraging, and in some cases requiring, employees to work from home, and other measures. For more information on what we're doing to help, visit our recent [blog post](#).

### **Q: How is customer support being handled in regions where employees aren't working from the office?**

**A:** We've run several tests of our support capacity for offices in regions affected by the virus, and we maintain business continuity arrangements, including to provide ongoing service and support for our customers. In addition, our engineering teams are well-placed to perform their tasks when working remotely. We're confident that our systems and procedures can continue to support our customers and partners during this time.

### **Q: Will there be delays in certain cloud services or support resolutions?**

**A:** At this stage, we do not expect delays. We're confident that our systems and procedures can continue to support our customers and partners during this time.

### **Q: Should we expect any disruptions, downtime, or latency in regions affected by the virus?**

**A:** No, at this stage, we do not expect any direct user-facing impact as a result of our response to the situation. We will keep customers informed through the usual channels should the situation change.

### **Q: What is Google doing to ensure that Meet has sufficient capacity as customers move meetings to Hangouts Meet?**

**A:** As more customers begin working remotely in response to COVID-19, Google is doing its part to help them stay connected and productive. We are committed to helping distributed employees connect virtually using Hangouts Meet. In order to accommodate increased usage, we have substantially increased Meet capacity globally and our engineering teams are monitoring usage 24x7 to ensure capacity needs are met. Additionally, we have increased our customer service capacity with additional engineers to support our customers during this period.