

ReadSpeaker is committed to supporting institutions and partners to deliver learning continuity during the COVID19 closure period

Here is a summary of the action plan we have in place to achieve this:

- Our infrastructure is fully scalable, and we are able to add additional hardware easily.
- ReadSpeaker has data centers across different time zones (US, Europe and Japan). This enables us to direct temporary peak traffic to the other time zones that are off peak.
- We have additional capacity available to use in order to handle any rapid increases in usage.
- We have automatic monitor- and alert systems that measure the response times and notify our teams if we need to add more capacity.
- We also have the option of using third-party cloud solutions when we need to rapidly upscale.

Niclas Bergström CTO ReadSpeaker

As everyone around the world navigates the COVID-19 crisis, we would like customers and partners to know that ReadSpeaker is committed to providing continuity of service and to supporting you to deliver services throughout the course of this pandemic.

In this time of crisis, we are focused on helping you respond to the unique demands that you may be facing. You can count on us to deliver the text-to-speech services and solutions you need to support your business.

Please reach out to your ReadSpeaker Account Manager if you have questions and concerns. Here are answers to frequently asked questions we have received from customers regarding our business continuity plans.

Coronavirus (COVID-19) FAQ & Service Continuity Plans

1. How may Coronavirus (COVID-19) impact ReadSpeaker's service continuity?

ReadSpeaker has a robust business continuity plan in place to ensure that our teams across the globe, and the services and solutions we offer remain up and running in the event of an uncontrollable event. We are confident that the plans we have in place will adequately support our customers and partners while they navigate the Coronavirus (COVID-19) situation.

2. How may Coronavirus (COVID-19) impact ReadSpeaker's availability and performance?

ReadSpeaker solutions are hosted on multiple servers in different physical locations to ensure continuity and optimal performance for our customers and partners. We have proactively increased our capacity across all of our systems as we've seen a steady increase in usage. We continually monitor usage and adjust capacity to maintain optimal service availability and performance. Our teams also monitor our services constantly to ensure everything is running as expected.

3. We're planning to increase usage of ReadSpeaker solutions, is ReadSpeaker able to handle a sudden increase in usage?

ReadSpeaker has proactively extended our capacity in anticipation of further increases in usage. We've planned for strong growth on our platforms and have recently increased our technical and support resources to ensure customers are able to use our services as needed. We have data centers across different time zones (US, Europe and Japan). This enables us to direct temporary peak traffic to the other time zones that are off peak. We've also ensured that we can quickly scale up to meet demands.

4. We're planning to expand our usage internationally, what languages does ReadSpeaker support?

ReadSpeaker provides over [30 languages and 90 voices](#) with more to come.

5. How is ReadSpeaker helping Learning Institutions dealing with COVID-19/school closure?

In specific response to the disruptive effect coronavirus is having on education campuses across the United States and Canada, ReadSpeaker is providing access to our webReader product free of charge for 60 days from the date of sign up. For more information, [please check out this blog post](#)

To sign up for webReader, please visit our webReader signup page and submit your name and contact information to get started. We are also evaluating other ways in which we may be able to help. All new plans will be communicated via the company website and social media channels.

6. Who should I contact if I have questions and/or need assistance?

If you have any questions regarding our services, solutions, plans and actions, please contact your account manager. If you are in need of any support, please contact our support team at support@readspeaker.com or call your [local ReadSpeaker office](#).