



DESPITE LOCKDOWN, VODAFONE IDEA RESTORES CONNECTIVITY AT IGMC SHIMLA TO AID HEALTHCARE FACILITY

Shimla, April 30, 2020: It is in the times of crisis that the grit and commitment of individuals and an organisation are put through the true test of time. Through the ongoing national lockdown, Vodafone Idea Limited (VIL) and its employees have been working in tandem to live up to their commitment to keep customers connected and served.

On April 25, 2020, Vodafone Idea Limited received a request from the Department of Health and Family Welfare, IGMC-Shimla that network at the state's premier medical facility was down, thereby disrupting communication and essential healthcare services to those needing medical assistance.

In times like the ongoing Covid-19 lockdown, the need for medical facilities to remain operational with uninterrupted connectivity cannot be overstated.

Understanding the criticality of the issue at hand, Vodafone Idea Team Leader Manav Verma swung into action soon as he received intimation on the network issue. He assigned a team lead by Field Engineer Pankaj Sharma to immediately proceed to IGMC. Although Pankaj, lived only 12 km away from IGMC, restrictions on vehicular movement and no other alternative transportation being available meant that Pankaj had to set off on foot armed with his laptop and equipment weighing around 30 kg. In compliance with Vodafone Idea rules, Pankaj took care to be thoroughly prepared by donning PPE gear to avoid contact with patients in the hospital specially since IGMC-Shimla housed an isolation ward. Pankaj walked for nearly 8 km focused only on reaching the site and restoring connectivity. At a point, he got assistance from local authorities who gave him a lift for the remaining journey till IGMC.

Once at IGMC-Shimla, Pankaj quickly went down to work, identifying the fault and getting the necessary replacements done to get the link back in order. The quick support provided by Vodafone Idea and the remarkable work done by Pankaj despite the challenging on ground situation was appreciated by the IGMC team who testified that "Vodafone Idea understood the criticality of the situation and displayed true dedication to customer service. We are thankful to have people like Pankaj and his colleagues at Vodafone Idea who have set an example of true humanity," expressed the IGMC team"

About Vodafone Idea Limited

Vodafone Idea Limited is an Aditya Birla Group and Vodafone Group partnership. It is India's leading telecom service provider. The Company provides pan India Voice and Data services across 2G, 3G and 4G platform. With the large spectrum portfolio to support the growing demand for data and voice, the company is committed to deliver delightful customer experiences and contribute towards creating a truly 'Digital India' by enabling millions of citizens to connect and build a better tomorrow. The Company is developing infrastructure to introduce newer and smarter technologies, making both retail and enterprise customers future ready with innovative offerings, conveniently accessible through an ecosystem of digital channels as well as extensive on-ground presence. The Company is listed on National Stock Exchange (NSE) and Bombay Stock Exchange (BSE) in India.

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