

Vodafone Idea is going the extra mile to keep customers in Punjab connected during Covid pandemic

Chandigarh, March 28, 2020: During the current lockdown due to Corona pandemic, connectivity is the most important service for people to connect with their loved ones and work from home. Vodafone Idea's engineers have been working tirelessly over the past weeks to support customers in Punjab stay safe at home by ensuring Vodafone Idea's 4G+ network availability.

A comprehensive pandemic response plan with requisite risk mitigation protocols has been activated while ensuring continuity of mission critical processes for keeping networks working as telecom is an essential service. VIL has been continuously monitoring traffic patterns and is confident of handling the growing demand of voice and data services during the lockdown period.

On ground example on Network continuity efforts in Punjab:

Fiber cut restored in Punjab despite lockdown PRI services down at a key Internet Service Provider in Punjab affecting services to a large number of internet and cable TV customers. Technical team armed with all relevant documentation and protection gear visited the location, rectified and restored connectivity in record time.

At a national level, Vodafone Idea has set up virtual war rooms where key team members are participating through Concalls and VCs. Senior team members from operations / circles / SNOC and partners are continuously on call with field to ensure uptime and operational continuity.

Business Continuity Plans are being diligently reviewed across all operations, through flagship Super NOC, located in Pune and Hyderabad, the nerve center of all 22 circles with centralized monitoring and control of Network, geo-redundancy.

12000+ ma-MIMOs (by far the largest deployment in the country) across key markets are substantially helping in managing the national traffic spike. Vodafone Idea is also deploying capacities across using all means including addition of COW sites wherever appropriate.

The Govt realizes the critical role of telecom services during this crisis and has been taking necessary steps to enable smooth functioning of telecom operations.

At VIL, the health and safety of employees remains a top priority. While majority of the team members have been enabled to work from home, certain certain critical facilities have been operating with scant staff to enable undisrupted services to customers 24X7, as per Govt orders of operating essential services.

The Company has organised temporary stay arrangement at data centre locations, made food and groceries available at critical locations and been providing vehicle on duty to facilitate movement of technical staff to sites.

VIL Network engineers are working in the field with utmost care by following the social distancing protocols.

Other Examples:

- Daily briefings on Safety, Social distancing to all field and non-field staff
- Drive test teams, FRT, Patrollers provided with masks, gloves and sanitizers
- Daily stock taking of well-being of people
- NW team connected 24x7 over phone/emails/whatsapps/VCS
- Vehicles are tagged with "Emergency Telecom Services" stickers
- Each field engineer carries 3 documents – DOT letter, Personal ID and Employee ID



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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