

Vodafone Idea is going the extra mile to keep customers in Bihar and Jharkhand connected during Covid pandemic

- **Reaching out to customers to familiarize and access assistance through digital platforms**
- **Helping 2G users to do Quick Recharges through SMS via their bank accounts**
- **Vodafone and Idea customers can now recharge at bank ATMs**

Patna, April 8, 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 Bihar and Jharkhand stay safe at home by ensuring Vodafone Idea's 4G+ network availability.

Some on ground examples on Network continuity efforts in Bihar & Jharkhand:

1. Despite lockdown conditions and police restrictions, field engineers have been travelled long distances to attend to faults and restore connectivity. e.g, travelling 130 kms from Jamshedpur to Chakrdharpur, 95 kms from Bhagalpur to Khagaria, 45 kms from Muzaffarpur to Deoria. One engineer had to travel 55 kms from Chakia to Patahi and stay overnight to upgrade the router and get necessary amendments done.
2. A VIL field team had to visit Pundag town which was impacted due to fiber. Local residents body had barricaded entry, The VIL team had to request and convince them to permit them to address an essential service that would keep them connected with their near and dear ones.
3. Network issue faced by a distributor of Pupri town. VIL field engineer travelled to the site 35 kms from Sitamarhi to resolve the problem on a timely basis.
4. There was network congestion in Siwan main town due to high usage in lockdown conditions. The field engineer go the necessary replacement and amendments done within a couple of hours to get connectivity speeds up.

Vodafone Idea has organized temporary stay arrangement at data center locations, made food and groceries available at critical locations and been providing vehicle on duty to facilitate movement of technical staff to sites.

With retail outlets being inoperational during the lockdown, Vodafone Idea is helping its 2G customers using feature phones, to access Quick Recharge through SMS and Missed call. Customers can also make use of their nearest Bank ATM to undertake recharge.

Vodafone Idea customer service teams are also creating awareness among customers on accessing and taking the benefit of digital platforms through video links, GIFs, dockets that explain the process for undertaking recharge and effecting bill payments. Recharge process details are also being communicated via my Vodafone app, my Idea app and enabled via digital wallets. Vodafone Idea is also requesting digital savvy customers to help their friends, relatives and neighbours who are not familiar with digital platforms.

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

Processes:

- 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.

For more information, please visit: www.vodafoneidea.com