

18 March 2020

### **Update on our support service planning for the Coronavirus outbreak**

Further to our previous communications, we wanted to keep you updated on our planning in the face of the Coronavirus (COVID-19) outbreak.

Digital Exchange is committed to keeping your IT, telecoms, dictation and connectivity operational whilst keeping our people safe. In doing so, following the latest Government advice on social distancing, we are revising our policy in relation to contact with end users.

From today (Wednesday 18 March 2020) we will be issuing the following guidance to our field engineering team:

- Engineers are asked to avoid close human contact with end customers where possible whilst ensuring customers have a working system.
- Engineering work will first be attempted remotely.
- If an engineer cannot get working service outside of the premises, they can enter if they feel it is safe and after asking these two questions:
  - Has anyone in the premises been diagnosed with COVID-19, has been asked to self-isolate, or has been travelling to a coronavirus high-risk area or country in the last 14 days?
  - Is anyone in the premises suffering from flu-like symptoms?
- If the answer to either of those questions is yes, the engineer will not enter the premises and the appointment will be rescheduled via our office team.
- If the answer to both questions is no the engineer will enter the premises taking additional precautions (such as asking the customer to vacate to another room).
- Time in the premises will be kept to a minimum, but with a view of successfully resolving the reported issue.

In addition, we will now ask our desk-based support agents to ask the same two risk-assessment questions to your agents when appointing jobs to ensure that we don't progress with inappropriate appointments.

As you will appreciate, this is a rapidly changing picture and we will update as and things change. In the meantime we thank you for your business, support and patience in this unprecedented situation.

If you have any questions or concerns, please contact our support team on 0114 220 3000, or email [support@thedigitalgroup.co.uk](mailto:support@thedigitalgroup.co.uk).

Warm regards

Digital Exchange Support Team