

ESCALATION OF COVID 19 PREVENTION MEASURES AND BUSINESS CONTINUITY PREPAREDNESS

19 March 2020

To Our Valued Clients and Stakeholders

As COVID 19 continues to impact the whole world and the potential threat to Zimbabwe in light of its spread in Africa in recent days, TelOne is committed to play its part in combating the spread of the corona virus through providing robust communication solutions. We are also assuring our valued clients and stakeholders that we stand with you and are ready to continue to deliver uninterrupted service during this period of unprecedented uncertainty.

To this effect, we have put in place the following measures;

1. **A Business Continuity Plan that ensures service availability to all our clients in light of the potential crisis.**
2. **A robust staff awareness programme which includes travel restrictions, social distancing and the use of online communication. This is also in full compliance with the statement by the Government of Zimbabwe on measures that have been adopted by the country.**
3. **Business visitors to all our facilities are now restricted to certain areas with personal visitors strictly prohibited.**
4. **Business visitors are also encouraged to use our online channels available through our website www.telone.co.zw.**
5. **Continuous sanitization and other hygiene practices have been put in place at all TelOne sites as guided by the World Health Organisation .**
6. **Offer of increased bandwidth to all our clients in response to the increased demand in response to the up-surge in on-line activity due to the necessity for off site operations and video meetings.**

We once again commit and remain available to offer the best service at all times despite the prevailing challenges. It is our fervent hope and prayer that we all remain safe as we cope with the difficulties that are facing us.

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We are pleased to advise that TelOne is supporting the National COVID-19 response by providing TOLL FREE numbers directed to the National Emergency Response Centre and all case handling sites in partnership with Ministry of ICT, Postal and Courier Services and the Ministry of Health and Child Care.

Area	Toll Free from TelOne landline	Other General Telephone Number
National Emergency Response Centre	08002000	0242701623
Harare Wilkins Hospital	08009000	024-2740404
Bulawayo Thorngroove Infectious Hospital	08009001	029-2261930
Mutare Mutare Infectious Disease Hospital	08009002	0202063847
Gweru Gweru General Hospital	08009003	054-2221302
Masvingo Masvingo General Hospital	08009004	0392263184

Thank you all for your continued support.

Please be safe.

TelOne Management