COVID-19 – BUSINESS CONTINUITY UPDATE FROM ENABLE

Enable is prepared for the unfolding events of COVID-19 and reassure you that we understand many people in our community depend on a reliable, fast fibre broadband connection to stay connected, keep a business operating or to work from home.

It's important that business owners know that Enable is a lifeline utility and essential service provider, and our business will remain open throughout the COVID-19 Alert Level 4 lockdown period.

Enable's preparedness to support your business fibre broadband service

We have been working for several weeks to ensure our business is ready for a community-wide lockdown. Our business continuity plans have been activated and we have moved our business to a working from home model – in support of our key priority of keeping our community and our people safe. We can operate all functions of our organisation under this new model with added safety precautions.

We are fully focused on continuity of service and are actively monitoring our network performance and will prioritise fault repairs during this time.

We know many essential businesses will continue to operate during this period – and we will prioritise any required support for your fibre broadband service and new service requests.

Increased working from home and Enable's network capacity

We have plenty of network capacity in place – so we want to reassure you that your employees will be able to use their fibre broadband connection at home as much as they need to stay connected with your business.

Our fibre broadband services are designed to handle multiple people using their broadband at the same time at home.

We have also compiled our recommendations for what we think a "home office" set-up should require in the **link below** – you may like to share this with your people, to help them prepare for working from home. (link to blog post)

Enable is completing essential connections to support our community.

A significant number of customers have contacted Enable to check if their fibre connection will go ahead and there has been a spike in interest in connecting to fibre broadband on Enable's website.

We want you to know that we can support your people to work from home.

The safety and wellbeing of our community is our number one priority and we have introduced new controls for all our ongoing work carried out by our contract partners, in line with Government recommendations for essential businesses. More information on these controls can be found here.

We are only undertaking essential field activity work during the COVID-19 Level 4 Alert period. We are conscious of the need to support our community to play their role in stopping the spread of COVID-19 by staying at home – and a fast, reliable fibre broadband connection plays a big role.

We are prioritising connections that are required in support of the provision of essential services to our community and will deliver these services in a safe way, including to those customers who have no internet access or need better connectivity to allow them to work from home and learn online for our children.

We want our community to have confidence that we are doing everything we can to manage risks associated with COVID-19, while continuing to deliver our critical fibre broadband services.

Thank you for your support,

The Enable team.