

At CCI/124/2020

April 10th 2020

Subject Policy on service delivery in strictly-controlled areas

Dear UIH Service Users,

With reference to our document no. CCI/115/2020, which was issued under the subject of “Services during Curfew Hours” to update you about our continued service delivery, we would like to inform you that:

We have faced obstacles in reaching some areas, which are now under strict control, and have been in the process of exploring solutions to ensure that our team will be able to enter the areas in urgent cases in support of your smooth and secure business operations. However, Existing curfew orders in some provinces with stricter requirements are remain in effect. In such situation, please kindly note that we will have to comply with the current 10 pm – 4 am prohibition and will do immediate action the following day for duty at 4 am.

While we comply with the government’s announcements on necessary control measures, we also endeavor to minimize the compliance’s impacts on our services for the purpose of upholding all our customers’ business continuity.

Sincerely yours,

Customer Care Department

United Information Highway Company Limited