

Dear Valued ICLIX Customers & Future Customers

Following the presidential address and the upcoming lockdown on Thursday, ICLIX (Pty) Ltd intends to support our clients during these troublesome times to the best of our ability.

Scope

To advise on best practices to minimise person to person contact and safety and hygiene procedures while carrying out essential services to keep clients connected during the lockdown period.

1. Network

ICLIX (Pty) Ltd will ensure the network runs and continues with maintenance on towers and infrastructure only when required. If the necessity arises to visit a high site, best practices are to be adhered to, under no circumstances should a technician climb a high site alone as risk far exceeds the risk of infection of COVID -19 from a technician partner.

2. New Installations

No wireless installations are to be completed during the lockdown period or until further notice. Should an urgent installation be required, an official letter from the customers company motivating why the installation needs to be completed is required. This will also be at management's discretion to proceed. All other installations will resume after the lock down period is officially announced. Fibre installations are at the discretion of the relevant supplier if they will be proceeding with activation's.

For clients that we could not assist before Lockdown period and for new clients that still send in **wireless** service requests during the Lockdown period, we at ICLIX will offer 1 Month free service to all successful applicants when installations commence after Lockdown period, unless period is further extended by Government.

3. Customer Link Repairs

If a visit to a client is deemed necessary then the following precautions should be adhered to protect both the client and our staff. Maintain a good physical distance from the client and request the client does not breach this. Technician to use disposable gloves and mask during the visit. Any device touched is required to be sanitized before leaving. On completion and prior to entering the vehicle the technician must sanitize all tools used in the installation including laptop and cell phone if they formed part of the process. Normal hand sanitation to be carried out after removal of gloves.

4. Travel

All ICLIX (Pty) Ltd technical staff will be traveling in marked vehicles, branded clothing and have an authorized pass supplied by Government / Telecommunications Governing Body. All other ICLIX (Pty) Ltd departments will be working from home and it is business as per usual.

5. Network Congestion

We have seen from overseas statistics that there has been a surge in network traffic after lockdown scenario. Should customers experience streaming quality differences or reduced network performance to international destinations, please take note that this could be a direct result of increased traffic load/demand on international routers and servers of streaming & content providers during this global pandemic.

The guidelines stipulated above by WAPA and ISPA may change based to Governments decision pertaining to COVID-19.

Please make sure that you take all the necessary precautions to keep you and your family safe during this trying time.

Kind Regards,
ICLIX (Pty) Ltd Management.