



NTT COVID-19 Readiness

Clients and Partners Using NTT Global Networks Solutions and Services

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NTT COVID-19 Readiness for Clients and Partners Using NTT Global Networks Solutions and Services

Dear NTT Clients and Partners,

In response to the ongoing and evolving COVID-19 Coronavirus outbreak, we want to let you know that the safety of your employees and our employees is our top priority as well as continuing to provide service to you. We are taking precautions to ensure both the well-being of our people, clients and partners.

We are closely following information and direction on COVID-19 from the World Health Organization (WHO), local governments around the world, and the Centers for Disease Control (CDC) regarding safety measures and policies. As you are aware, many countries and cities around the world have declared a state of emergency.

In line with the recommendations from health and government agencies, we had already implemented travel restrictions earlier this year. All employees have been requested to follow best practices advised by healthcare professionals and local governments including paying extra attention to disease and infection prevention.

We have business continuity processes and procedures in place and are monitoring the situation closely while dealing with this pandemic event, as the COVID-19 virus is spreading rapidly and impacting lives and businesses around the world.

Currently, all NTT network facilities are in a fully operational status. This includes our fully diverse Global Operations Centers around the world.

We are however experiencing heavy call volumes and questions as a pre-emptive measure from many of you. This may cause in some cases a slower response.

For a faster response, please send an e-mail to goc@nttglobal.net. We have allocated extra people to review incoming inquiries or escalations. We appreciate your understanding as we manage this rapidly evolving situation.

Global Operations

Operations employees who are responsible for monitoring and supporting your network services can securely access the NTT systems remotely from home including telephony and collaboration tools. We are set-up to forward calls that come into our Global Operations Centers to remote employees.



We regularly test this contingency throughout the year to protect the services we provide to our clients. Our Global Operations Centers for Network services have been built for resiliency and agility and are based in multiple countries:

- Global employee base – we have always had employees based in different countries supporting your services around the clock
- Our team members, including those in our Global Operations Centers work in different locations and facilities for global coverage
- All our employees are fully equipped to work securely and efficiently from home, leveraging mobile devices, remote PC access and cloud-based tools

You may experience extended outages in the event a network service goes down and requires a local last mile or other 3rd party technician to be dispatched or hardware to be delivered to your location. We must treat and keep the personnel safety of your employees and our employees as a top priority.

If at any time your company policy restricts external visitors, please ask our Global Operations Center to refrain from dispatching a technician to your office for local service troubleshooting or support.

Network Service Delivery for New or Changes Orders which require a technician visit or hardware delivery to your office

Due to the heavy impact on global hubs such as China and South Korea, we are seeing an impact on associated supply chain logistics. We are monitoring the situation very closely and our project management team will continue to evaluate the impact of any delays. Please contact your designated service delivery team member for the latest update regarding the status of your order.

If you have placed an order for NTT network services that require a local last mile or other 3rd party technician to be dispatched or hardware to be delivered at your location, you may experience longer delivery lead times than normal. We must treat and keep personnel safety of your employees and our employees as a top priority.

If at any time your company policy restricts external visitors, please ask your designated delivery team member to refrain from dispatching a technician to your office for local service or hardware delivery.

Our delivery team members supporting the delivery of your services are also based in different countries and set-up to work remotely as needed.



Updates and Contact Information

We will continue to monitor conditions as this situation changes and will publish updates to this communication at <https://www.nttglobal.net/covid-19/>

If you need to speak to someone to discuss our preparedness and support further, please contact our 24x7 Global Operations Center any time and ask to speak with our **On Duty Emergency Executive**.

Global Operations Center (GOC)

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e-mail: goc@nttglobal.net

Sincerely,

Ron Haigh

President

NTT | Global Networks