

COVID-19 - Update

24 March 2020

Further to our earlier communication and to keep you abreast of Softsource's current capabilities in the evolving COVID-19 situation, please be advised:

Softsource has a well-established business continuity framework and as a provider of critical infrastructure, is working with our suppliers to ensure services are maintained through this challenging time.

All our services are currently operational. Apart from essential staff that need a physical presence to maintain operations, all Softsource staff are now working from home, and can be contacted through normal channels.

Due to the nature of our business, we will also maintain a small group of staff on premise.

Personal health and safety

A key focus area in caring for our people and customers is helping prevent the transmission of COVID-19. To help achieve this, we have taken substantial steps in our operations and will continue to adhere to all government requirements.

Colocation

If you currently have entrada Data Centre access, this will continue by appointment only until we notify you otherwise. We request that you make contact prior to booking an appointment to confirm that no one will be at the premises who;

- Has returned from overseas in the last 14 days, or
- Has been in close contact with anyone who has been diagnosed with COVID-19, or
- Is unwell with flu-like symptoms.

Network capacity and prioritising work

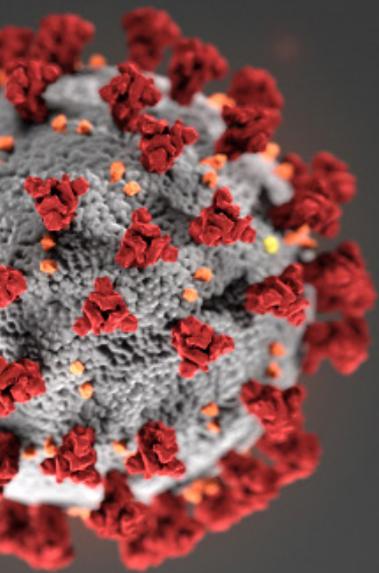
As part of business as usual activity, Softsource continually monitors the performance of our network and the delivery of service to our customers.

Our Network as a Service solution and internet services will continue to provide cost effective, managed, high-speed network performance as per pre COVID-19.

We also have teams dedicated to the planning and forecasting of network capacity to ensure the delivery of services to customers now and into the future.

These activities continue through the current situation with the COVID-19 pandemic.

We expect to see some increased demand for capacity across our network, as new orders come in and people move to working from home arrangements. Please be aware that we have an adequate supply of spare network equipment for faults and repairs, as well as surplus stock for customer orders.



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Working through this together

In a challenging time for everyone, Softsource is committed to working with our people, customers, suppliers, stakeholders and the relevant authorities to listen, take advice and most importantly, take decisive action to help people and organisations through this period. We thank you for your understanding and will continue to closely monitor all developments and keep our customers up to date as appropriate.

The Softsource team prides our self in bringing the personal touch and extra mile to our services. Should you have any questions, or need further information, please do not hesitate to contact us.

Regards,

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