



B1/8 Rogers Street
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Tuesday 24th March 2020

Dear Valued Customer,

Fixtel business continuity plan.

We wanted to reassure our customers that as a Telecommunications and Service business, the services provided to you by Fixtel are considered as essential services. Therefore, we will continue to provide these, with the aim of “business as usual” in these most uncertain times.

In continuing to operate over the weeks and months ahead, whilst this pandemic is still upon us, we must above all:

Look after our staff, ensuring our existing protocols that we have communicated previously continue to apply.

Our staff have been allocated gloves, face masks and Hand sanitizer for their safety and yours.

Respond to directions of the governments: state and federal. At this stage, telecommunication businesses are considered as essential services, and we will therefore continue to operate.

Our Staff self-report and practice safe work practices including handwashing and protective clothing.

Please note that this MAY change – but if so, we will advise you.

As changes made by both State and Federal Governments may affect the business of many of our customers, we need to understand from you if there are any changes to work orders that have been provided to us, and what immediate changes your business, as our customer, are making to adapt (if any). i.e.

- a) Work orders may need to be placed on hold if we are unable to receive stock and will inform you as a priority.
- b) We are experiencing higher than usual orders, for working from home in the way of Headsets and IP Telephony Products so this will become our focus in the coming days and weeks.
- c) Our Engineers are performing remote diagnostics and programming where your equipment is accessible.
- d) Inform us immediately if you do not wish for our staff to attend your workplace or residence.

If we can ask that you, please work with your Key Account Manager to assist in prioritizing your work orders.
1300 FIXTEL (34 98 35) or email service@fixtel.com.au

Whilst we are aiming to continue our highest possible service levels, we are now in uncharted territories. We realise that some staff are nervous and may elect not to come to work. In a partly casual work environment, we may have insufficient staff to complete service jobs in time.

We intend to continue to operate as “business as usual” and get all orders out as per our Service Level Agreements. We will do our best, but the current circumstances represent a Force Majeure condition, and we may not achieve our KPIs as a result.

We thank our customers and our staff for working with us to achieve the best possible outcomes during these challenging times.

Best Regards

Garry Sholl
Managing Director
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