

# NETGEM Covid-19 dedicated plan

***More than ever, our mission is to support your customers so that they continue to enjoy their connected lives***

Dear customers, partners, and friends,

First of all, we hope that you and your loved ones are safe and well in these difficult times.

Netgem has worked with Telecom Operators for more than 20 years supporting their high-quality TV operations. Over the past years, Netgem has also been running Managed Services with full Business Continuity for our B2B and B2C customers, and we would like to reassure you that we will continue to do so under those special circumstances.

To face the current challenge, our management and teams across Paris and London have been working on a dedicated plan:

- Following the French and UK government's policies, Netgem has **implemented remote working** wherever technically possible,
- For safety reasons, all our **business trips have been replaced by video conferencing**, allowing us to keep up our day to day interactions with customers and partners,
- Through our scalable Cloud platform architecture, our product and project teams have access to every necessary tool to ensure that **our roadmap and projects stay on track**, as well as allowing us to **evaluate any issues and fixes remotely**,
- **An escalation procedure** is in place across our Operations to guarantee your SLA, covering 24/7 and Technical support Level 2 & 3,
- Netgem has also implemented efficient and fully operational bilateral communication with our hardware provider Pegatron based in Suzhou (China/Asia). Pegatron regularly updates Netgem of any concerns related to its production line and has confirmed that the **factories are fully operational**. There is currently **no impact** on Netgem's device production and we will keep you informed if the situation changes.
- We also believe that our joint mission, more than ever, is to offer your subscribers and their families the best entertainment experience at home with **special content offers**. We will be in touch with you to discuss opportunities for this where relevant.

Our team remains fully available during this difficult period to support you, and are available to answer any questions you may have through your Customer Engagement Managers or Account Managers.

Should you have any specific questions about COVID-19 business continuity, please email or call your usual contact or write to one of the email addresses below which are closely monitored:

- Operator customers: [contact@netgem.com](mailto:contact@netgem.com)
- General enquiries: [info@netgem.com](mailto:info@netgem.com)
- netgem.tv support: [helpdesk@netgem.com](mailto:helpdesk@netgem.com)

On behalf of the Management team of Netgem Group, I would like to thank you for your ongoing trust, and please rest assured that we all remain committed to your success.

Stay safe, stay home!

Mathias Hautefort  
Netgem Group CEO