

Covid 19 Guidance

The safety of our customers and colleagues is our number one priority. The service we deliver is vital to keep you, our customers, connected in your homes and businesses. As Fibre network in Northern Ireland, we continue to deliver fast and reliable full fibre broadband and phone products across our network during these challenging times.

We are following Government guidance and have introduced additional safety precautions to our installation activity. We will continue to monitor the situation and update our guidance and working practices accordingly.

Before visiting your home, we will need to ask you some additional questions:

- Is there anyone in your property with a confirmed case of coronavirus?
- Are you or anyone else in the property in self-isolation on medical advice or following contact with someone who has the virus?

If the answer to either question is 'yes' and you require a visit that is non-essential (i.e. Frontline workers) we will facilitate this at an alternative date.

What steps are we taking?

- We will ask that the people and pets in the property stay in a separate room from the engineer while they carry out the work.
- Please open the windows in the room where the engineer will be working.
- Our engineer will wear protective clothing, including gloves and a mask, as a precaution.
- Once our engineer has finished their work and leaves, they will remove the gloves, dispose of them safely and then thoroughly clean their hands before going to the next property.
- Where possible our engineers will maintain the 2m social distance