

As result of the Government measures to delay the spread of Covid-19, fixed and mobile communications networks have seen changes to use patterns and a general increase in voice and data traffic.



We are working hard to ensure the networks operate 24 hours a day, 7 days a week and that we adapt to changing conditions. In this regard it is important that we highlight some good practices for the public when using telecommunications services to ensure the provision of critical communications for all during this period.

TIPS FOR THE REMOTE WORKER



- Only download or send large files or videos if you need to and if possible, provide a link to the files or reduce them in size;
- Limit the use of applications that use a lot of data
- Use video calls, data sharing and online collaboration tools only when its necessary and avoid sending mass emails;
- Make sure you are up to date with your company security policy and keep data secure while working remotely.

FOR THE REST OF THE HOUSEHOLD



- Limit, where possible, the use of multiple devices (smartphones, laptops, tablets, consoles, TV etc) in the home during working hours;
- Try to download movies or gaming or any data intensive services at less busy times in the evening and when the demand for remote working reduces;
- When accessing video content try to use standard definition rather than high definition content, and limit if possible multiple devices accessing the same content simultaneously.

FOR ALL



- Use Wifi in the home where it is available, rather than mobile data.
- Make sure that your router is placed in the best location to provide coverage within the house, and not hidden in a corner out of sight.

IN RELATION TO OPERATOR SUPPORT SERVICES



Please bear in mind that the usual support services may be constrained by current conditions. Try where possible to make use of online chats or other digital channels instead of calling support lines.