



The SLT Group's
contribution to support
government initiatives
in combating COVID-19

Connecting the Nation

CONNECTING THE NATION

Today Sri Lanka faces yet another challenge in its history due to the globally spreading COVID-19 pandemic. As a responsible corporate citizen and the national ICT service provider, the SLT Group continues to work tirelessly together with all factions to contain the outbreak.

The Group plays a significant role in supporting the Government's response to the pandemic, having invested in initiatives exceeding Rs. 350 Mn, in order to enable social distancing, facilitate essential services, support the government in its endeavours, and connect a nation.

Investing > Rs.350 Mn in...



Keeping You Connected

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Facilitating Government Initiatives

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Encouraging Staying at Home

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Enabling Business as Usual

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Connecting Communities

Pg 15

More than

Rs. 350Mn
invested

+ 50Gbps
Additional **Network Capacity**

 **Rs. 100Mn**
new services provisioned

100,000
Repair Activities

50%
rate reduction on SLT calls

MORE THAN
Rs. 65Mn
FREE DATA OFFERED

 **24 x7**
Customer Care

Comprehensive Solutions to
12 Quarantine Centres &
18 State Institutes

 **Rs. 170Mn**
Analytics & Diagnostics Solutions

 **Promoting Public Awareness**
Partnerships with WHO, Health Promotion Bureau


E-LEARNING FACILITIES


DIGITAL HEALTH SERVICES

+ 500


Medical Equipment donated


Video conferencing solutions

WORK FROM HOME
initiatives

60+ FAMILIES
Essential food items distributed

KEEPING YOU CONNECTED

THE SLT GROUP'S BUSINESS CONTINUITY PLAN

Objective: Seamless Operations and Employee/ Public Safety

Enablers: Global and Widespread Local Network
Enhanced Resource Capabilities
Efficient Management

Supporting Strategies/Activities:

In order to maintain uninterrupted essential services, the leadership of SLT devised a 'Business Continuity Plan', designed to keep all Sri Lankans connected during this challenging time.

Investments/Outcomes:



Empowering Decision Making

● All chief officers authorized to take key decisions in their respective areas to maintain critical services and ensure service excellence to all customers.



Restructured Operations

● Rearranging operations with minimum staff, while others comply with the state-requested work-from-home approach.
● Technologies to enable remote operation of Mobitel employees.



High Priority Approach

● All major telecommunication services will be undertaken as essential; including purpose-built and mission critical networks, data centres, and cloud, broadband and voice services etc.
● Continuous mobile network monitoring and optimization to provide high quality services to every Sri Lankan.



24x7 Operations

● The SLT staff are assigned to work around the clock to ensure flawless operations. Technical teams designated to attend all issues and service inquiries, with field staff teams deployed to attend onsite service concerns.



Safety & Hygiene

● All staff instructed on necessary hygiene and safety procedures to safeguard general well-being.
● Field staff and customer service teams are provided with suitable personal protective items.
● All customers visiting SLT premises for payments are directed to payment kiosks which regularly undergo meticulous cleaning procedures.



Dedicated Crisis Management Team

● Responsible for making strategic decisions and managing communications to all stakeholders.



Frequent Communication

● Awareness is maintained across all staff levels on special procedures, institutional decisions and work instructions without delay, using email, SMS, Whatsapp and Viber, etc..

New service provisioning with additional costs

> **Rs.100Mn**

Rs.35Mn
spent facilitating additional network capacity of
50Gbps
to address 25% increase in traffic

More than
100,000
Repair Activities

Partnerships with

TELIA, TELSTAR, AIRTEL AND ORANGE

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FACILITATING GOVERNMENT INITIATIVES

PREVENTION AND TREATMENT

Solutions for the containment, identification and testing of the virus

AWS Cloud-hosted AI-based Analytic Solution

Analyzes mobile subscriber data to track infected persons and the movements of potentially infected persons.

Huawei Cloud-hosted AI-assisted Diagnosis Solution using CT scans

Increased accuracy, reducing time of diagnosis and human involvement.

Video Collaborative Platform Solution

Allows 10 hospitals and a centralized hospital command centre to collaborate using multi-point video conferencing. Helps manage overall operations and enables remote professional healthcare assistance.

Digital Health Services powered by Mobitel

Focuses on data security and confidentiality while providing accessibility to essential services for high-risk groups.

- **1999** - Health Promotion Bureau Help Line with automated S/T/E SMS alerts for COVID 19 Info Seekers & Ambulance Services
- **0710301301** - National Dangerous Drugs Control Board Counselling Hotline for those with drug dependency withdrawal symptoms
- **25 lines** - National Cancer Institute Maharagama clinics
- **0710301225** - Hotline to Sri Lanka College of Obstetricians & Gynaecologists for expectant mothers
- **247/1247** - Sri Lanka Medical Association Hotline for Senior Citizens and General Medical Advice

PROMOTING AWARENESS

Sharing timely, credible information at a national level

World Health Organisation

To share credible information about COVID, Protective Mechanisms and Safety Measures

Health Promotion Bureau

To share local content regarding COVID and offer advisory services to people who are in need.

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CONNECTING THE FRONTLINE

A range of communications solutions provided to hospitals, national operation centres and emergency services/institutes carrying out essential duties against the COVID-19 pandemic

Comprehensive Solutions to:

- **Colombo Quarantine Operations center**
- **National Operation Centre for Prevention of COVID-19 Outbreak**
 - 10 Mbps backup internet link
 - Bandwidth upgrade from 2Mbps to 100Mbps LGN link

Communication Solutions to:

Sri Lanka Police

30

new LTE connections for 119 and COVID-19 call centre

Disaster Management Center

LTE

connections for 117 DMC Call Center

Presidential Secretariat Office

100^{Provided}mbps

connections for 117 DMC Call Center

President's Special Task Force

LTE phones with hunting facility

to manage calls received from the general public

Presidential Secretariat Office/ Department of Post

Provided VPN connectivity

To work from home to ensure continuity of essential services

16 Hospitals across the island, in addition to the:

1990 ambulance service LTE connection & SIP line

Padaviya Hospital WiFi Network

Mental hospital at Angoda increasing number of agents

Establishing a

4G base station

at Vavuniya Pambemadu SL Army Quarantine center

CONNECTING QUARANTINE CENTRES

Communication solutions to quarantine centers, and free WiFi connectivity to connect people with their loved ones, in partnership with SL Army, Air Force and Police Force

SUPPORTING GOVERNMENT INSTITUTES

Supporting government organisations to work from home



Facilitating work from home call forwarding / call transferring

- National Child Protection Authority
- Department of Post
- Central Environment Authority
- Sustainable Energy Authority
- Ministry of Industries
- Examination Department
- Ministry of Women Affairs 1938



LTE Connections

- Ministry of Foreign Relations.
- Ministry of Women Affairs.



Remote VPN Tokens

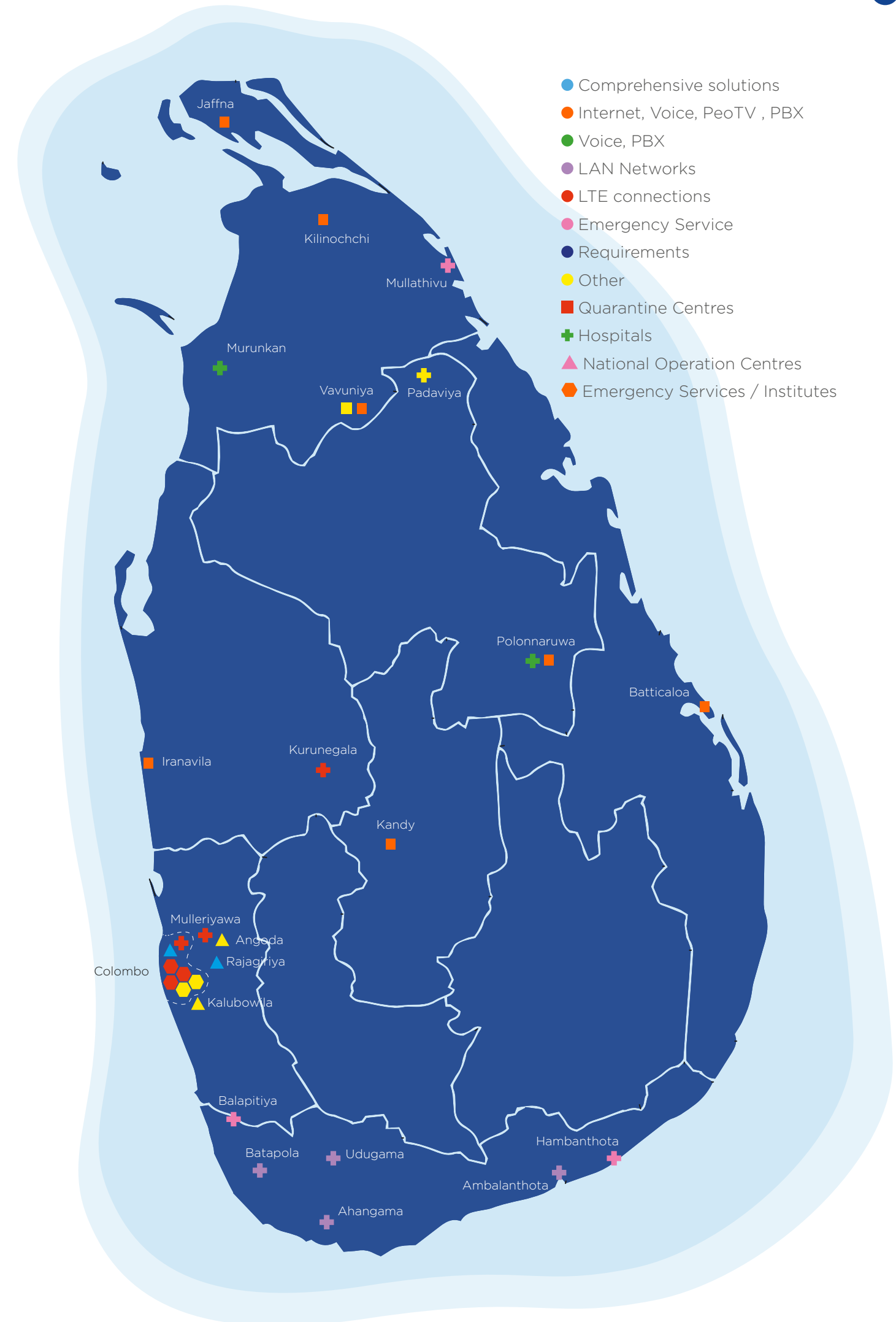
- Water Board Call Center.



Internet facilities

- Department of Prison - enabling presentation of inmates to the courts via skype technology.

119 - 20 new LTE connections
 1990 ambulance - LTE connection and new SIP Line
 117 DMC Call Centre - LTE connections



E-Learning Platforms

Ensuring the continuity of learning and collaboration for children, university students and those following studies in higher education.



Ideathon

to encourage university students to promote the use of technology find a solution to curtail the spread of COVID in Sri Lanka

mLearning

platform to enable remote learning

Free online computer coding programmes conducted in partnership with the

STEMUP

foundation

FREE

Access to University sites for Students

EoD

PeoTV Education on Demand



Channel 206 - 211 on PeoTV



Entertainment

Helping people connect, engage and celebrate life through the power of technology.



In partnership with Derana, SLT introduced a Digital

Avurudhu Gammanaya

Connecting

Sri Lankans to their entertainment of choice through special social media plans and entertainment platforms

10 interactive games made available across the island reaching

1,000,000

persons



Online gaming initiative in partnership with Gamer.lk with over

20,000

youth reached every day

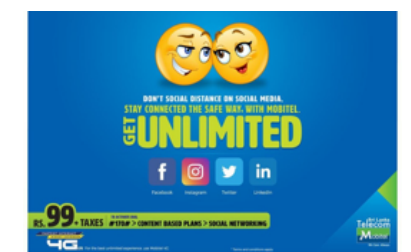


Partnering with Gateway International School to hold a Virtual Avurudhu event



Enabled

interactions among children from international schools and government schools



ENABLING BUSINESS AS USUAL

Introducing business solutions and facilities to enable SMEs and enterprises to Work from Home.



IVR

IVR services to retail sector to cater to unexpected call volumes



Call centres to WFH to provide business continuity



Tailor made 'work from home packages' for Enterprise and SME's

Collaborations with:






CONNECTING COMMUNITIES

As Sri Lanka faces a challenge of global proportions, SLT took steps to foster solidarity and contribute towards community well-being.



A campaign promoting unity, inspiring people to face challenges together, with a special tribute to those working in the front-lines



 <p>Video conferencing services - SLT Lynked</p>	 <p>Cloud solutions - dedicated or shared working environments</p>	 <p>Secure access through firewalls and VPN services</p>	 <p>Enhanced connectivity</p>
 <p>SLT Storage</p>	 <p>Data gifting from workplaces</p>	<p>#1</p> <p>ONE Number Services</p>	 <p>Akaza Learning Management System as an online course marketplace</p>

Donation

of PPE kits and IR thermometers

Distribution

of essential food items

