

2020 Material Issue – COVID-19 Prevention Measures

During the Lunar New Year of 2020, the COVID-19 epidemic broke out worldwide. Either enterprises or individuals had suffered severe impact. As a local leading enterprise, under the stewardship of our Chairman, we “deployed preemptively” and “improved on a rolling basis” comprehensively. Hence, we urgently assembled the elite teams, return to work from holidays early, established the Command Center, joined the national team of epidemic prevention, and stipulated CHT Preparedness and Contingency Plan in Response to COVID-19 as the “overall solution” for epidemic prevention response.

The national team of epidemic prevention of CHT supported the disadvantaged and demonstrated its social care while put its ICT advantages to good use, applying various advanced ICT in the works of epidemic prevention. Through a systematic application, we facilitated the government to accomplish tasks in the most timely, accurate, thorough manner in epidemic prevention efforts. As such, CHT was further recognized as the “champion in technology for the national team of epidemic prevention” by President Tsai.

Employees

In response to the COVID-19 epidemic, with the internal epidemic prevention plan formulated, we promulgated “epidemic prevention measures for different levels of epidemic situations”, issued “requirement for all personnel to have temperature checkup and sanitation with alcohol sanitizer before entering the facilities”, conducted “random inspection of epidemic prevention measures”, “tracking and caring for the personnel that are listed as identified contacts”, “preparation of epidemic prevention promotion materials”, and enacted Ten Epidemic Prevention Measures as follows.

[CHT Ten Epidemic Prevention Measures](#) 

Caring Case –Diamond Princess

During the epidemic, Personnel A and their families went for a tour onboard Diamond Princess Cruise Ship and was subject to the quarantine measures on the seas demanded by the Japanese Government. Nevertheless, it was full of stress in the quarantine period. Therefore, CHT cared for the personnel in a proactive, friendly, and swift manner to ease the mind of the personnel.

- ▶ **2 / 5** The health authority of Japan demanded a 14-day quarantine on the sea for Diamond Princess.
- ▶ **2 / 7** The direct supervisor of Personnel A reported that Personnel A was onboard the cruise ship with their children and worried about the impact of quarantine to the work and the leave arrangement. CHT responded promptly on the same day that leave for statutory reasons was granted besides the original leave for the trip to ease the mind of Personnel A.
- ▶ **2/10** In response to the worsening development of the epidemic onboard the ship, the unit of Personnel A, the HR Department, and the Occupational Safety Department created a caring team on LINE to care for the personnel at all times.
- ▶ **2/21** Personnel finally took the chartered flight back to Taiwan upon receiving the certificate of negative test result from Japan.

Afterwards, CHT made sure that Personnel A arrived at Taiwan via the chartered plane safe and sound before going to the collective quarantine facility for another rigorous quarantine for 14 days. The support team continued to provide care in the duration. As a result, Personnel A returned to work smoothly upon the expiration of the quarantine period at the collective quarantine facility.

Customers

General Consumers

To reduce the risk of contact for customers over the counter, we provided the free customer service hotline 24/7, developed an Interactive Voice Response (IVR) System, as well as multiple self-service channels like online/SMS/Internet customer services and application, so that consumers could engage telecommunication businesses at home and at ease.

In addition, in light of the delayed school opening for epidemic prevention, “ibobby smart voice service” of Chunghwa Telecom offered services like storytelling and music and became a quality AI assistant to parents during the pandemic period. Aside from utilization of voice service to keep children company and receiving the latest information on epidemic prevention, it was linked with “Pick Me Up” service to learn about the ETA of parents to school accurately to reduce the risks of cross infection in student pick up.

Corporate Clients

Our featured corporate services of “meeting, working, and access to corporate networks at ease even away from the office” that offered services for Business, Amazon Chime, Amazon WorkSpaces solution, and SSL VPN remote secure access service, along with rigorous cybersecurity monitoring, assisted businesses to operate as usual while reducing the operating costs during the epidemic.



Society

We actively partook in the focused works of government's epidemic prevention effort, which could fall into the six categories as follows. None of them were in violation of laws pertaining to the personal information.

Quarantine Cellphone

- The quarantine cellphone is issued to specific individuals subject to home isolation/quarantine in line with the Quarantine and Tracking for Entry demanded by Taiwan CDC.
- A total of 3,360 cellphone for emergency purposes were assembled, including 2,400 quarantine cellphones, 200 cellphones for the police departments, and 760 cellphones for the civil administration and health department.

Development and maintenance of Epidemic Monitor and Management System

- We Self-developed "Epidemic Monitor and Management System", through the address of the dedicated cellphone or home quarantined persons' cellphone to determine if the quarantined individuals were staying at the designated locations.
- It integrated data of telecom operators for Taiwan CDC to learn about the whereabouts of individuals under home isolation/quarantine up to 160,000 persons.

Use of Big data analytics

- Quarantine route estimation: the technology of big data analytics was utilized to estimate the key loci of the confirmed cases/individuals at high risks as well as the list of potentially exposed individuals for Taiwan CDC to follow up and send warning text messages in order to effectively reduce the risk of virus spread.
- Crowding hotspot warning: the information of crowding attraction hotspots throughout the country was available for the public and the police department's reference.



Guaranty of telecommunication quality for epidemic prevention

- Pursuant to the policy of "name-based mask distribution system", the 6,245 circuits of the NHS pharmacies nationwide were incorporated for real-time monitoring.
- The signals and covered facilities nearby the designated isolation hospitals for communicable diseases were boosted to ensure a good quality of the mobile signals.
- Dedicated lines, MOD, Wi-Fi equipment, and mobile base stations were added to enhance the communication quality in the quarantine areas.

Discounts for telecom service fees

- The telecom rates of the businesses and schools impacted by the epidemic were lowered moderately to reduce the burdens thereto, while 10,000 Prepaid SIM Cards were provided to especially economically-disadvantaged students, free of charge.
- In support of the "name-based mask distribution" policy, 5 million "free SMS messages" and "e-mail" services were offered respectively.
- The hotels with MOD services were exempted from 3 months of service fees in line with the epidemic prevention promotion of the government with up to 8 million person-times reached.

Support to "CDC's Consultation Hotline 1922" and NIA's 0800 Foreigners Hotline

- 500 personnel were mobilized to support Taiwan CDC toll-free hotline 1922 and NIA's Foreigners In Taiwan Hotline with up to over 425 individuals allocated in a day.
- A home quarantine caring team was formed in support to the Ministry of Health and Welfare (MOHW) to provide accurate epidemic prevention knowledge and learn about the health condition of the public in real-time.
- The number of calls to Taiwan CDC toll-free hotline 1922 in 2020 were up to 1.82 million. The average response rate is 86%, exceeding the goal of 80%. The number of calls served by NIA's Foreigners Hotline were 340,000.

