

Bharti Airtel Limited

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Dear Customer,

At the onset, we would like to thank you for your patronage and continued support.

At Airtel, it is our continuous endeavor to bring to you nothing but the best. We strive hard to ensure that we leave no stone unturned from our end to delight you in every possible way.

There has been a breakdown in the Sea-ME-We-4 submarine cable, running between Alexandria (Northern Egypt) and Marseilles (Southern Italy), slowing the nation's internet access to a crawl, around 14th April 2010, 13:00Hrs.

This cable system also known as SMW4 cable connects 12 countries: Pakistan, Indonesia, Singapore, Malaysia, Bangladesh, India, Sri Lanka, UAE, Saudi Arabia, Egypt, Italy and France.

Parts of Asia, the Middle East and Europe also remain impacted by the damaged undersea cables.

We are tracking the fault very closely and following up with Submarine cable system consortium for restoration of SMW4 cable system at the earliest.

All optimum resources have been mobilized to repair this fault and the extensive repair activity is expected to be completed by 27th April.

Currently all traffic is being routed from an alternate redundant route, hence there is a possibility that you may experience high latency on some of the sites.

In case of a complaint registered, we will keep you posted on the link uptime progress.

We regret the inconvenience caused and reiterate our commitment to serve you better.

Regards,



Sachin Sarna
Head- Customer Service Delivery West