	<h1 style="text-align: center;">Network Connectivity Policies</h1>		Document Number: 2P-SS-07.12 Revision No. 0
	Department: Information Technology	Effective Date: January 22, 2021	

Scope

This document covers the guidelines on providing internet connection on company owned devices when accessing emails, systems and other work related websites.

Ownership

Information Technology (IT) Manager is responsible for ensuring that this document is cascaded to all concerned personnel and that it reflects actual practice

Definition of Terms

- ISP – Internet Service Provider


Policies

1. Technical Support ensures the stability of internet connection in offices by daily monitoring their internet connection.
2. Users should report to IT Department if their devices can't access their email, systems and other work related websites.
3. Technical Support should check the computer and other networking devices for further troubleshooting and testing.

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4. If there are any issues on their internet connection, Technical Support should resolve by checking the internet connection.
5. Technical Support should coordinate with ISP with regards on the internet issues.

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