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10/01/2008 14:52

Subject: EH/800/DC - Problem with IS Helpline number

Dear Shipper

There is currently a fault with the external IS Helpline telephone line, 08705 216121. Every effort is being made to resolve the problem but in the meantime we have implemented the following contingency.

To report a problem with any system managed by **xoserve** call 0800 9177111, select option 4 and report the fault to the call agent giving full details of your organisation.

Please note this number is intended as a temporary solution and should only be used whilst the usual Helpline number is unavailable.

Please accept our apologies for any inconvenience this may cause and we will keep you updated on progress.

Kind regards

Diane Cedra

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