

".Box.UKLINK.Manual" <uklink@xoserve.com>

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**Subject: EH/866/GF - UK LINK UPDATE 1 - 16th September 2008**

Yesterday (15<sup>th</sup> September) a power cut resulted in a temporary loss of service of the UK Link Sites and Meters and Invoicing systems. The immediate shipper customer impact was a loss of access to Conquest. Power has now been restored and all systems are back up and running.

We are currently catching up on the file processing so, although all files will have been processed in sequence, there will be a slight delay in customers receiving files from xoserve. I wish to apologise for any inconvenience this may cause and will keep you updated on progress.

Graham Frankland  
xoserve, Customer Manager