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Subject: MP/857/GF – Gemini API Update

Dear Colleague,

We are aware a number of shippers are experiencing API connectivity problems with Users being locked out of the Gemini system. Those affected should utilise the on-line direct access into Gemini. Communication updates have been sent to Users by National Grid via the ANS service.

xoserve is working to resolve the situation as a matter of the highest priority. I wish to apologise for any inconvenience this is causing and will update you as the situation progresses.

Graham Frankland
Customer Manager
xoserve