

Dear Partner

10 April 2019

Support App Maintenance: 12/4/19 – 13/4/19

Vumatel will be performing maintenance on its Support App and ISP App in Quickbase from 19h00 on Friday 12 April 2019 to 07h00 on Saturday 13 April 2019.

The impact of this maintenance is outlined below.

Between 19h00 on Friday 12 April and 07h00 on Saturday 13 April:

- You will be able to view your tickets with Vumatel
- You will be unable to log tickets with Vumatel
- Vumatel will also be unable to log tickets during this time, so please do not contact us to log tickets on your behalf
- Should you receive any support calls during this period and need to log a ticket with Vumatel, please keep the details of the issue and log the ticket at 07h00 on Saturday 13 April.

Please ensure that this change is communicated to all of your agents and affected staff.

We sincerely apologise for any inconvenience caused and thank you for your understanding during this time.

Kind regards
The VUMA Team