

TECHNICAL BULLETIN FROM GLOBAL BUSINESS SYSTEMS

BULLETIN NUMBER GT897, 3 AUGUST 1999

Millennium Cover

Although we have thoroughly tested all our products for millennium compliance, we also understand that many of your customers require the added reassurance that there will be someone to contact should anything go wrong and naturally you require the reassurance that we will be available to provide backup support.

To provide you with this backup it is our intention to provide a near normal level of technical cover for the week between Christmas and New Year (29/30 December 1999) and the first week of the New Year (4-7 January 2000).

In addition we are considering providing some form of cover for the Bank Holiday, Monday 3 January 2000. If you feel that you require support cover on 3 January 2000 could you please let Richard Andrews (rja@tissoft.co.uk) know so that we can consider what cover will be required and what charges would be appropriate.