TECHNICAL BULLETIN FROM GLOBAL BUSINESS SYSTEMS

BULLETIN NUMBER GT938, 14 SEPT 2006

Hotline Support Cover for 15th September 2006

As explained in a letter you should have already received, over the weekend of 16th and 17th September 2006 we will be relocating our London operations to our existing offices in Bourne End, Bucks.

With effect from Friday 15th September we will be introducing new telephone numbers for our staff previously based in London:

Switchboard:	+44 (0) 1628 532 565
Main/Production fax:	+44 (0) 1628 551 490
Emergency support:	+44 (0) 1628 551 317
Support fax:	+44 (0) 1628 551 494

Please continue to submit hotline logs in the normal manner via our website.

We will endeavour to minimize the disruption to our normal Support Service. However, if you do experience problems contacting our Support Dept. please see below.

On-line Support Web form
We do not expect any disruption to this service during the relocation.

Support Email Address
There **may** be a disruption to our email server during the relocation. Any emails that you send to the normal Global Support email address global_support@tissoft.co.uk should also be copied to the following emergency Global Support email address:

support@global3000.co.uk

Emergency Hotline Number
During the relocation the current Emergency Hotline Number will be changed from:

+44 (0) 207 404 3196

to:

+44 (0) 1628 551 317

The new telephone number should be available from Friday 15th September but if you do experience any problems with this number then the temporary

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Emergency Hotline Numbers 07854 391402 (GSM issues) and 07729 987558 (application issues) are available **for use in dire emergency only**.

FTP Server (Downloads)
The FTP server that contains files downloaded from the Global web site will **NOT** be available during the office relocation. If you require a file that you would normally download from http://globaldev.tissoft.co.uk, please request the file(s) from the following email address:

support@global3000.co.uk

FTP Server (Uploads)
The GSM FTP server that is used to upload files to Global Support will **NOT** be available during the office relocation. If you need to send a file to Global Support please send to the following email address:

support@global3000.co.uk

If the file is too large to be sent through your email server please send details to the above email address for advice on splitting the file into email'able chunks.

On-line Hotline Status
The web-server that holds the real-time Hotline status will **NOT** be available during the office relocation. If you require the current status of an existing Hotline log please request it from the following email address:

support@global3000.co.uk

A further bulletin will be released when our normal service has been resumed.