



IP Office Technical Bulletin

Bulletin No: 19
Date: 18 December 2003

TECHNICAL SUPPORT FOR CHRISTMAS 2003

This bulletin provides details of the Avaya Field Support arrangements for BusinessPartners during the Christmas holiday period. During the complete period, telephone support will be maintained for all Registered Distributors' engineers. Normal business hours from the 5th of January will be 8am to 5:30pm.

<u>Date</u>	<u>Manned Telephone Support at WGC</u>
24 th December	9am - 12pm (Duty Support Engineer)
25 th December (Bank Holiday)	Standard weekend cover (Duty Support Engineer)
26 th December (Bank Holiday)	Standard weekend cover (Duty Support Engineer)
27 th - 28 th December	Standard weekend cover (Duty Support Engineer)
29 th December	9am - 5:30pm (Duty Support Engineer)
30 th December	9am - 5:30pm (Duty Support Engineer)
31 st December	9am - 5:30pm (Duty Support Engineer)
1 st January (Bank Holiday)	Standard weekend cover (Duty Support Engineer)
2 nd January	9am - 5:30pm
3 rd -4 th January	Standard weekend cover (Duty Support Engineer)
5 th January	8am - 5:30pm (Normal Hours)

Standard weekend cover using Duty Support Engineers will cover all other hours. Please ensure that you have a representative in your organisation registered for Out of Hours (weekend telephone cover).

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