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## Ticket System 04/02/2020

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Dear Customers

I am just writing to let you know that if you ever have any issues can you please put in a ticket rather than the live chat or directly calling an engineer. This helps us keep a record of any issues that you have previously had and are able to correct any future issues if such problems occur. The engineers are working at heights and it is dangerous for them to be answering phone calls mid way through their jobs. If you write a ticket with your issues and specific requests that are needed someone will get back to you and try to resolve the issues as quickly as possible.

Kind Regards

Gigabair Support