

# **PUBLIC NOTICE**

## **UPGRADE OF AN INFORMATION TECHNOLOGY (IT) SYSTEM**

Dear Valued Customers

This notice serves to inform the public that Erongo RED is currently in the process of upgrading one of its IT systems.

Consequently, there may be delays experienced in service delivery to customers from Monday, the 22<sup>nd</sup>, to Friday, the 26<sup>th</sup> of January 2024, due to ongoing transitional processes. Normal business operations are anticipated to resume on Tuesday, the 30<sup>th</sup> of January 2024.

We apologize for any inconvenience caused by the upgrade and kindly request your patience and cooperation during this period.

**For urgent enquiries, kindly contact the Call Centre at: 96000 (toll-free), or alternatively contact the standby numbers at 081 166 5058 and 081 141 2856.**

**Issued by:**  
**ICT DIVISION**