



To whom it may concern

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26th September 2016

New telephone number & extended hours for the Denham office – 0330 1239979

Dear Sirs

I am writing to inform you of a pending change in our main Denham office telephone number from the current, geographically fixed, 01895 telephone number to a new, non-geographic, 0330 number.

The new number enables contact with our office, from anywhere within the UK, for the same cost as a standard phone call. The current 01895 878088 number will remain operational, until 1st October 2016, but it is more cost effective to use the new 0330 number.

At the same time we are also upgrading the call handling which will soon allow us to improve, and extend, our levels of customer service via increased operating times:

Department	Operating Hours
Post-sales technical support	8.00 am – 6.00 pm
Order desk & order tracking	9.00 am – 5.00 pm
Sales enquiries	9.00 am – 5:00 pm
Accounts payable	9.00 am – 5.00 pm
General office enquiries	8:30 am – 5:30 pm

All existing direct telephone numbers for staff will remain active. You can continue to use these 01895 based numbers for the foreseeable future.

If you have any questions then please feel free to contact me.

Yours faithfully

Bosch Security Systems Ltd