



19<sup>th</sup> June 2009

## **CUSTOMER NOTICE**

### **BTC INTERNET - LONDON LINK FAILURE(UPDATE)**

Botswana Telecommunications Corporation would like to inform its valuable customers that we are still experiencing problems with our Internet link to London. The fault has been located at Goon hilly cable station in the United Kingdom. BT Engineers are working round the clock to try and minimize the outage.

However, Traffic has been re-routed to alternative links and some customers may experience an actual decline in the quality of service at certain times during the course of the day.

BTC regrets any inconveniences caused, and would like to thank our valued customers for their patience whilst the fault is being attended to.

For further information, please contact your Respective Account Managers, alternatively contact our Network control centre at telephone no: 3958171.

Wellington Ford

**Wholesale Account Manager**

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