

TELEPHONE SYSTEM NON-FUNCTIONAL

Dear Valued Stakeholders

Vaal Central Water would like to inform the stakeholders that the telephone system is currently non-functional in most of the Entity's offices. This situation has led to challenges in conducting outgoing communications with external stakeholders and in receiving incoming calls, impacting standard landline communication protocols.

The Information and Communications Technology (ICT) department, alongside service providers, is actively engaged in efforts to resolve this issue promptly. Acknowledgment of the vital role that efficient communication plays in operations is understood, and apologies are extended for any inconvenience this may cause.

During this period of disruption, it is encouraged for stakeholders to direct urgent concerns or inquiries through email by contacting communications@vcwater.co.za or other digital communication methods. A temporary contact number, **067 426 1526**, is also made available for immediate communication needs.

Efforts are dedicated to minimizing the impact of this disruption and to ensuring the continuity of service at the expected high standards. Stakeholders will be informed of developments regarding the resolution of this issue and the subsequent restoration of the telephone system at the Bloemfontein office.

Appreciation is expressed for patience and support during this time.

Yours Sincerely,



NA MOTLHAOLWA
EXECUTIVE: CORPORATE SUPPORT

Date: 12 February 2024