

REPORTING FAULTS

To report a fault 24 hours a day:

Call: **0333 005 0141** or

Email: **digitalsupport@appello.co.uk**

When reporting a fault, the following information is required, where possible:

1. Name of client
2. Scheme identity number
3. Scheme name or address with contact name and phone number
4. Nature of fault
5. Priority of call
6. Any other information which may assist the engineer
7. Work order number (if applicable)

You will be provided with a job number which should be quoted in the case of a query or additional calls.

If you need an engineer to telephone you, prior to a visit, advise the operator.

If you are not satisfied with progress please contact the digital support department on 0333 005 0141.