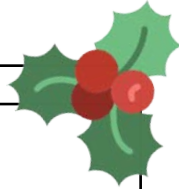


Pragma Christmas & New Year - Delivery & Support Timetable 2016



SHIPPING DAY	SCHEDULE
Monday 19 th - Wednesday 21 st December	All delivery services available for next working day
Thursday 22 nd December	All delivery services available for next working day <u>This will be the last full day to guarantee delivery before Christmas.</u> <u>Please make sure that the recipient is on site to receive the delivery up until 5.30pm on the Friday</u>
Friday 23 rd December	Orders received up <u>until 11.00 am</u> on this day requiring a next day service will be despatched for delivery on Wednesday 28 th December. Please note, any orders received <u>after 11:00am</u> will not be delivered until the 4 th January.
Saturday 24th December - Monday 2nd January	The offices will be closed. (Please see below for technical support coverage)
Tuesday 3 rd January	Normal service resumed. All delivery services available for next working day

With Christmas fast approaching here are the shipping and delivery dates that Pragma and our couriers will be operating over the Christmas and New Year period. It also explains the coverage that will be in place for Technical Support and our Cloud Platform.

For Orders & Provisioning Team: orders@wearepragma.co.uk or call 01444 480900, option 2

Technical Support

During the Christmas and New Year period of the 28th, 29th and 30th of December, Technical Support will be a limited service between 9am to 5.30pm, please use the following number:

01444 480900, option 1

Cloud Support (Out of Hours)

For any platform failure, our **out of hours** Cloud support remains as normal with 24/7 coverage for reporting any critical performance issues, this is done through the [portal](#). Please note, out of hours support requests generated without following the defined process and proven not to be a critical issue may be subject to a charge.