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Dear Bundu NetworX Users,

2015 has been a challenging year, keeping our technicians out on the road working flat out to keep our network running. We have had excessive downtime recently due to circumstances out of our control (theft, Eskom etc). Regardless, our most sincere and humble apologies. We are taking action and we would like to thank you for your understanding in this trying time. We have come up with a plan to keep the network running more permanently in the new year which we will unpack for you next year.

**ON MUCH DESERVED LEAVE BUT NOT FAR FROM YOU:**

Our technicians desperately need a break, therefore, we will be closing from the 24th of December to the 27th of December as well as from the 31st of December to the 3rd of January.

**HELPDESK & SUPPORT:**

If during this time you have any major issues, please send a mail to [support@bundunet.com](mailto:support@bundunet.com), this

email address will be monitored 7 days a week or sms your query to 079-707-2481..

If you haven't already seen it, please check out our troubleshooting infographic on our Facebook page, most of the time, following this simple procedure will fix your internet problem.

The link can be found here:

<https://www.facebook.com/BunduNet/photos/a.382630181779452.88760.303854646323673/1012905142085283/?type=3>

### **PORTAL – CLIENT INTERFACE:**

If you are not yet familiar with our online portal (our client interface) please drop us a mail on [support@bundunet.com](mailto:support@bundunet.com) to get your access details. This portal allows you to check your account and even top up your data if you happen to run out over the festive period.

### **THUNDERSTORMS!**

If there is a thunderstorm brewing, please unplug all your equipment. Even if it is a beautiful sunny Midlands day, if you're going out, unplug everything, we all know how quickly the weather can turn.

We all wish you a fantastic festive season!

Bundu NetworX Team:

Brian (Bundu-Brian), Kita (Kitts), Jackie (Jax), Steven (Steve), Thokozani (Thoks), Menzi (Menzi the Man), Darryl (Daz), Natasha (Tash), Sbu (Boo), Msa (Msaweh) and Lance

Jackie Momberg

Bundu NetworX

[jackie@bundunet.com](mailto:jackie@bundunet.com)



Bundu NetworX  
wishes you and your family  
a safe and  
enjoyable festive season.

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Kind regards  
Jackie Momberg  
[jackie@bundunet.com](mailto:jackie@bundunet.com)  
*Bundu NetworX*

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