

Dear Customer,

As a provider of IT and Infrastructure technology and services to Schools for many years, we really do understand how vitally important it is that your IT infrastructure remains operational and accessible, particularly during these unprecedented and challenging times.

Please be assured that we will do all that we can to ensure that your staff and pupils can continue to work as normally as possible and for as long as the current situation remains in place.

We have been working very closely with all our schools to enable remote access to IT and Telephony systems and we will continue to provide remote and on-site support as and where required.

We also understand that each school will have different requirements and we would welcome your assistance in providing any information that may be important to us. For example, will your school remain open or will it close? If open or closed, will it be accessible and who are the main points of contact for access? Will it be possible to complete installation projects that have been pre-arranged or could we seek approval to bring projects forward?

Obviously, the school SLT will have many higher priority issues to deal with over the coming weeks and months. Your IT systems however, will play a big part in enabling you to operate effectively and efficiently so please bear that in mind.

We will continue to provide IT support either remotely or on-site as required. This is subject to the school being accessible, the level of IT support staff available and the potential for the Government to mandate a restriction on the non-essential movement of people.

For schools that have declared themselves to be not open, we will continue to provide active monitoring and maintenance of essential IT systems – as an example this includes your broadband access and critical servers. Should on-site access be required we will be available subject to the school representative granting us permission to do so.

We will also offer support to school staff who are able to work remotely and we can be contacted by the usual methods:

- JIRA to raise a support ticket
- Email to techsupport@netbuilder.com
- Call 01905 770882 option 1

Could we also please ask to be updated with the most relevant school contact detail.

Yours Sincerely



Andrew Kimberlee
Managing Director
Netbuilder Education