

04 August 2020

Circular to Shareholders, Clerks & Tenants - Important Information - CCL Network Support

As previously advised, since March due to the COVID-19 pandemic CCL has received an unprecedented and overwhelming number of IT support requests, this is still ongoing and CCL has had to engage additional staff to provide assistance at this time and we intend to maintain the additional staff until the end of the year.

I have provided the information below to Members on a number of occasions but CCL still continues to receive a large number of telephone calls requesting IT support or face-to-face network support. The fastest way for Members to receive a response to their request for IT service is to **either log your request through the tenant portal or email support@ccl.com.au** we are not currently accepting any requests logged over the telephone. It is important that when logging a request that you provide as much information as possible, this will ensure that it is directed to the staff member who will be able to deal with the request in the fastest and most efficient way. Requests that have been logged are received by a member of the IT staff shortly after being logged, CCL is not accepting any service requests via telephone, in order to ensure fairness at this difficult time, all requests must be logged.

As advised above, please note the important information which has also been circulated previously to all Members:

In order to protect CCL staff and to ensure that support requests are being responded to fairly and as quickly as possible we have had no choice but to introduce the following changes:

- Since March, CCL has not been providing any face-to-face network support, after review, we have decided that it is now an appropriate time to make some changes to the way in which support is currently being delivered. CCL staff will now visit Floors in situations where issues cannot be resolved remotely to provide support for issues relating to core infrastructure which is located in common areas only (ie: Wireless access point issues and switch issues relating to patching), however, it is important to note that, at this stage, we are not resuming face-to-face support in individual chambers and we do not expect that this situation will change in the immediate future;
- Due to the unprecedented number of support requests that we have received over the past few months which are continuing and also to ensure that CCL can fairly prioritise support requests, as noted above, it is necessary that all support requests are now logged either by using the tenant portal or by email: support@ccl.com.au (Note: support requests logged through the tenant portal are usually in the support line quicker than those logged by email), we are no longer accepting any support requests over the telephone and calls are only put through to Network staff when a ticket number has been issued and can be quoted in circumstances where the support staff have responded and requested a call back. When a request is logged a service ticket number is allocated, the call is then triaged and CCL IT staff then respond to calls on a priority basis where:
 - a) Shareholder requests will be attended to first;
 - b) then Clerks;
 - c) then Readers & Licensees;
 - d) then Staff.

As part of the triaging process CCL staff are able to identify the level of urgency of an issue and those deemed to be urgent requests are also prioritised accordingly.

It is important to note that delivering service remotely is more difficult, time consuming and frustrating for both IT staff and Members but, we hope that Members appreciate the efforts of CCL IT staff and the enormous pressure they have been under since the start of the pandemic. These arrangements are absolutely necessary to ensure fairness, the safety of CCL staff and Members and to minimise the spread of COVID-19 in CCL's buildings should there ever be an infection/outbreak in one of CCL's properties.

If any Member would like to discuss these arrangements or provide further feedback please do not hesitate to contact me directly.

We appreciate your ongoing co-operation during these difficult times.

Kind regards,

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