

## Important update

**December | 2023**

### **Voice callbacks**

We upgraded our voice channel technology on Friday 24 November. As part of this, we made a few changes to how callbacks are managed. We have found some system limitations and acknowledge this is not ideal.

Limitations include:

- There is no way for you to leave your name when requesting a callback. However, you can change the phone number you want to be called back on, for example to your mobile or direct dial number.
- The system does not indicate when we will make the callback.
- You can only request one callback at a time from the same number. This means you will need to wait until we have made the callback, before you can schedule another callback on that number. This applies to booking same day and future dated callbacks.

At this stage we are not able to provide solutions. We apologise for the inconvenience these changes may cause.