Dear customers.

Thank you for using the Urban Communications service. This e-mail is sent to inform you of the system maintenance that is to take place on January 13th. This system maintenance is being performed to upgrade the security function in order to prevent unwanted messages and chat requests from being displayed. We regret to announce that there will be a temporary pause in service or a delay in network traffic during the time between noon and 3 p.m. No other impact is expected from this work. Please accept our apology for any inconvenience it may cause you. Thank you for your understanding and patience.

1. Why is system maintenance scheduled for January 13th?

- 1) To announce that new software will be introduced.
- 2) To keep unnecessary messages and requests from appearing.
- 3) To upgrade network speed and display more messages.
- 4) To apologize for inconvenience and improve customer support.

2. What will happen from noon to 3 p.m.?

- 1) The service will completely stop.
- 2) No impact on services is expected.
- 3) Messages and chat requests will be displayed.
- 4) There may be a delay in network traffic.