

From: Payment Service Network (PSN) <news@paymentservicenetwork.com>
Sent: Friday, December 15, 2023 8:34 AM
To: pam floravistawater.com
Subject: Intermittent Issues - 1st Notice



Incident Date: December 15, 2023
Systems Affected: Online, IVR, Call Center, Credit Card Terminals

To Our Valued Clients,

PSN is experiencing intermittent technical difficulties. Our team is actively reviewing and addressing the issues as quickly as possible.

We will notify you when the issue has been resolved.

Systems Affected:

- Online Payment Portal
- Mobile App Payments
- IVR and Phone Payment Processing
- Swipe Terminal Payments
- Account Management Center Access

Our sincere apologies for the inconvenience this has caused you and your customers.

The PSN Tech Team

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