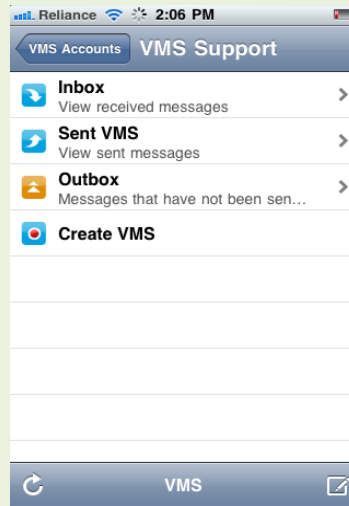


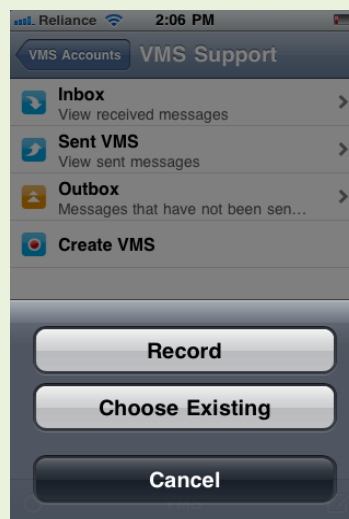
HOW TO SEND VMS TO SUPPORT (111)

The procedure to send a VMS to support number (111) is as simple and straightforward as sending a person to person VMS. You just have to open the VMS app on your mobile, shoot a video related to your query and send the video to 111. To show an example here are some screenshots of *Iphone* VMS app:-

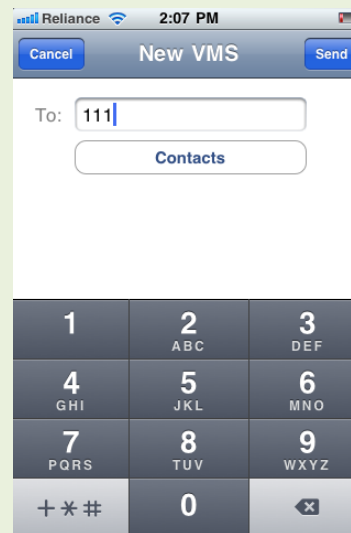
- Open the VMS app and go to the main screen →



- Record a new VMS related to any issue or query →



- Just enter **111** in the To: field and send it →



The VMS will be received in the support blog account and simultaneously an Incident will be created in our helpdesk support system so that a prompt resolution can be provided to the customer. One can ask any question, report any issue or bug through a video. It will definitely make the support process livelier, interactive and customer friendly.

