



NEWSLETTER – N. 1 - 2020

This is the first issue of TAG GmbH's Commercial Newsletter in 2020. This – almost – Spring edition brings around some important updates: A new maintenance update was published on 06.03.2020, as well an update on the capacity offered by TAG for the next months. Furthermore, on the commercial side, we are implementing some requests received during the Customer satisfaction survey 2019

1. MAINTENANCE PLAN UPDATE

A new maintenance plan in PDF and EXCEL has been published concerning the scheduled maintenance works on the TAG pipeline system for 2020. Find it [here](#).

2. NEXT QUARTERLY AND MONTHLY AUCTIONS

Please find [here](#) the updated tables concerning the capacity and time schedule of the next quarterly and monthly auctions.

3. CUSTOMER SATISFACTION SURVEY 2019: FROM CUSTOMER'S PROPOSAL TO CONCRETE IMPROVEMENTS

Since March, 4th, 2020, whenever a document is uploaded onto TAG GmbH's Commercial Platform, the object of the notification message sent to registered users will specify the type of document uploaded. This is an example of the improvements proposed by our customers in the frame of the Customer Satisfaction Survey 2019 which has become a reality. These suggestions are a precious source of information for us and we welcome your feedback at any time.

We would like to thank all our business partners who took part in TAG GmbH's Customer Satisfaction; We are continuing to analyze the results and the measures to be implemented

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in order to further improve our services and will get in contact separately with those who shared their contacts.

Happy Bookings in 2020!

Your TAG Commercial Team

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