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## COVID-19

2020-04-06 - Support Agent - Comments (0) - General

Dear Customer

We hope you are well during these extraordinary times. Gigabair has been working hard over the past couple of weeks to ensure our connection links are enhanced and further redundancy has been installed to ensure more support can be given. With an expectation and increase in the midlands of COVID-19 cases and the peak of the pandemic expected in the coming 7-10 days, Gigabair will close all engineering services from Thursday 9th 2020 until further notice.

All support will be managed by our ticket system at <https://gigabair.deskpro.com>

Support Services available will be restricted

1. All none visit
2. Remote Access
3. Remote Monitoring
4. Ticket only response

In the event of outages of radios or service failures, under no circumstances will an engineer call out be raised, if it is deemed a service call is required, your service will cease and you will be credited back at the rate of your daily charge. Your service will then restart once the connection is resolved. During the peak of the pandemic it essential that safety is paramount and we will do everything in our power to maintain your service remotely.

A decision after the Easter Break and review of the current pandemic situation will be assessed to review when engineering services can be resumed and repairs scheduled. We are currently on a skelton staff and service calls maybe delayed.

Networks Team