



COVID-19 Update

2020-03-27 - Support Agent - Comments (0) - General

With the new restrictions in place with COVID-19 Gigabair has been working hard to support all customers by implementing faster and bigger bandwidth links into the most vulnerable areas. Work will continue today and sporadic outages will occur from the following areas:

1. Birstall
2. New Parks
3. Ridge Farm
4. Charley
5. Troon Industrial Estate
6. Hayhill

Reduced Staff

In line with government guidelines we have reduced our staff structure to a skeleton crew. External visits are available for emergency issues only. Please use the ticket support system for all enquiries.

Service Levels

All users of our legacy 5Ghz system may experience bandwidth reduction due to the increase use and of frequency, all Gigabit customers will have full bandwidth availability. Our support team will be posting some articles today to help you increase or maintain their services.

Please note remote users connecting into their offices may experience bandwidth issue which may relate to their own home service provider as we are aware of bandwidth restrictions from main ISP, we would like to request your support in limiting service tickets so we can concentrate on the vulnerable areas of customers services.

Networks Team