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## ELECTRICAL STORM - St Georges Damage (Serious Incident)

2024-09-21 - Support Agent - Comments (0) - Outage

An extreme electrical storm has taken out one of the core segments of our network as well as power switches. Engineers have been dispatched but could not recover the service. An assessment of the damage will be made tomorrow, which may require equipment changes.

We expect outage times to last between 1-7 days, depending on whether customer radios are affected.

Please do not contact engineers while they are working and refer to the website for updates. We assure you that we will be working as hard as we can to recover the service.

The outage is being classified as an act of God. We recommend customers make arrangements to work from home, as we cannot confirm a reconnection date at this time.

Network Services