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Extreme Weather Conditions & Power Problems (HIGHLY CRITICAL) !

2023-03-10 - Support Agent - Comments (0) - General

We are experiencing extreme weather conditions which is affecting power at many of our sites. Under these conditions it is currently very dangerous to repair as restrictions in movements and use of working at height lifting equipment is restricted. The team is working under increased pressures to keep services connected, but due to the conditions and repairs services may be down for some time.

We would advise business users that are affected to make alternative plans and work from home and to keep reviewing updates at the support site. Our expectation is for long periods even days of outages until the weather clears.

Areas most affected are rural locations and masts.

We would like to request that all customers refrain from contacting engineers on their mobiles as this will could cause Extreme risk to their safety. We would also request that users refrain from putting tickets in and use the News post at the link below for updates.

<https://xpon.deskpro.com/>

Our phone system is on an emergency message and calls will not be answered to ensure we can maintain the network services and repair jobs.

Network Services