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2024-10-02 - Support Agent - Comments (0) - General

Network Service Update:

Due to recent supply chain issues, replacement equipment for damage caused by electrical storms has only just arrived. We will be rebuilding core network elements throughout this week and weekend. Please note that services may be inconsistent during this time due to ongoing extreme weather conditions.

We kindly ask that customers refrain from directly contacting our engineers, both during and outside of business hours. Instead, please use our ticket system to report issues and check for progress updates.

Additionally, 5G customers may experience service disruptions due to adverse weather and maintenance work being carried out by mobile operators.

Thank you for your patience and understanding.

Network Services Team