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2024-09-23 - Support - Comments (0) - Outage

Dear Customers,

As you are aware we have severe thunderstorms on Saturday and heavy rain all over the weekend, Unfortunately due to the thunderstorms on Saturday afternoon/evening the continuous lightning strikes over a 20/30 minute period have resulted in a mass outage of the network. The lightning has caused significant damage to the network especially the main link at ST Georges Tower and caused power issues for the Premier Inn.

Our engineers were out yesterday trying to repair the network which they have managed to get other areas back on line such as Birstall and Troon Industrial Estate. However all customers in the city centre are still without a network connection. The engineers will be working throughout today - Wednesday so please be aware of any sporadic outages that may occur during this time as they try to replace damaged radios and equipment. Any customers that are still facing issues with their connections following the main link repair, you will need a further review to look at your dishes and may result in a replacement install.

Please be aware this circumstance is an Act of God and we are doing everything we can to get you back up and running so please be patient whilst this work is being carried out.

Kind Regards

XPON Support