



News > General > Outage 31/10/2023

---

## Outage 31/10/2023

2023-11-01 - Support Agent - Comments (0) - General

Service was resumed at the Troon Mast at around 7pm last night. The diagnosed problem was the main trunk feed port to the mast. We did a full mast reboot but ask customers to reboot their own equipment if they are experiencing problems.

I would like bring your attention to our terms and conditions on our website and would be grateful if customer refrain from contacting engineers direct for service problems. Its is essential that during outage times that the engineers are given the time to diagnois and fix the problem rather than answer calls.

We have a help desk that can be found at <https://xpon.deskpro.com/> and where we can we send out emails on outages.

We really appreciate your co-operation.

Network Services