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## Storm Ciara - Unprecedented Network Damage

2020-02-09 - Support Agent - Comments (0) - Network Alerts

Due to Storm Ciara we have experienced unprecedented damage to areas of the network and customer sites.

### **Updates**

#### **South Side of St Georges Tower covering all areas south to Leicester Tigers**

Complete framework destroyed due to high winds. Clearing up has commenced Sunday but we are restricted due to continued winds. Estimated service recovery 24-48hours.

#### **Troon Industrial Estate**

All 5Ghz back up services are down 72hr fix

#### **Ridge Farm & Bawdon Lodge**

Back up links down 72 hour fix

### **In Danger Installs**

Any customers with ground mount's or installs that are in danger, life threatening please whats app 07737471029 and put an urgent ticket in, assessments will be made and engineers dispatched.

Please do not call in for non-essential service calls as we can only respond to wind damage services. Where we appreciate customers maybe without Internet, the service outages are acts of god and we will work to repair main services as quickly as we can. Please do not contact engineers direct.