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Storm Franklin

2022-02-21 - Support Agent - Comments (0) - General

During the unprecedented weather, Storm Franklin is expected to present severe service challenges today. Wind gusts are expected to hit around 30-50mph which renders any at heights work. Engineers have been working around the clock over the weekend to establish links where safely possible. Please note we expect significant drops in speed and quality that may affect customers service including VoIP calls.

Please refrain from contacting engineers directly and please submit tickets for outages where physical damage can be seen only. Please note we will not be able to restore any connections that require working at height until the wind gusts are less than 20-25mph

We appreciate your understanding

Networks Team