



News > General > Troon Industrial Estate / Hamilton - Network Outage 12/03/24 - UPDATE - RESOLVED

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2024-03-12 - Support - Comments (0) - General

Dear Customers,

We are pleased to inform you that our engineers have successfully resolved the network outage that affected the Troon industrial estate and Hamilton areas.

Our engineers worked tirelessly, attending multiple sites to meticulously diagnose the root cause of the issue through a thorough process of elimination. Initially, they identified a faulty radio responsible for the main network feed and promptly replaced it with a new radio unit.

However, during the restoration process, our engineers encountered a secondary challenge – a power outage at the mast site. Undeterred, they focused their efforts on resolving the power issue, working diligently until the mast was operational again.

We understand how frustrating it can be when you experience issues with your broadband service. Our team of skilled engineers is dedicated to resolving any problems as quickly as possible to restore your connectivity.

However, we kindly ask that you refrain from directly contacting our engineers while they are in the field working on resolving service issues. Distracting them with individual queries can slow down the process and delay the restoration of service for all affected customers.

Rest assured, our engineers make it a top priority to attend to site issues promptly. In fact, our average response time for on-site visits is faster compared to major providers like BT and Virgin Media.

If you have any specific concerns or need to report a new issue, please contact our customer support team through the designated ticket system. Please see the below for the ticket system. <https://xpon.deskpro.com/new-ticket>

Thank you for your continued trust in our services. We remain dedicated to providing you with reliable and uninterrupted connectivity.

Kind Regards

XPON Support

