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TROON OUTAGE

2021-10-07 - Support Agent - Comments (0) - General

The outage at Troon has been resolved and was caused by a severed fibre cable to the mast. New gigabit radio links were installed to resolve the issue. We appreciate all customers contacting the office and would like to remind clients that tried to call engineers direct, that it is not helpful during an outage. We have a ticket system which can be accessed on a mobile and also updates are put on the website, contacting engineers direct just slows the process down.

If any companies broadband is still having issue, we would recommend restarting servers, phone systems and switches.

We apologise for the outage but the damage was caused by a third party.

Networks Team