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2023-12-22 - Support - Comments (0) - General

Dear Customers,

We hope this notice finds you well. We would like to inform you that our office will be closed for the Christmas and New Year holidays from 22nd December 2023 to 2nd January 2024. During this period, our team will be taking a well-deserved break to spend time with their loved ones.

While our office is closed, we understand that you may still require assistance with your broadband service. Therefore, we want to assure you that limited online ticket support will be available throughout this time. Our dedicated support team will be actively monitoring and responding to tickets to ensure minimal disruption to your service.

If you encounter any issues or have any queries during the office closure, please submit a ticket through our online support portal at <https://xpon.deskpro.com/new-ticket>. Our team will strive to respond to your inquiries as soon as possible.

We apologize for any inconvenience this temporary closure may cause. Rest assured, we will resume normal operations and provide full support starting from 2nd January 2024.

Saturday 23rd - CLOSED

Sunday 24th (Christmas Eve) - CLOSED

Monday 25th (Christmas Day) - CLOSED

Tuesday 26th (Boxing Day) - CLOSED

Wednesday 27th - Limited Online Support

Thursday 28th - Limited Online Support

Friday 29th - Limited Online Support

Saturday 30th - CLOSED

Sunday 31st (New years Eve)- CLOSED

Monday 1st (New Years Day) - CLOSED

We would like to take this opportunity to thank you for your continued trust and support.
We value your business and look forward to serving you in the coming year.

Wishing you a joyful Christmas and a prosperous New Year!

Sincerely,

XPON Support