

While our network is built to minimise the impact of possible issues on our clients - we recognise that problems can and do occur. When something goes wrong, we aim to fix it fast, let you know what happened, and ensure it doesn't happen again.

Planned Outages

maintenance or testing

Customers will be notified in advance to facilitate planning, and we will schedule an outage at a time which minimises any impact on our customers.

Internal Unplanned Outages

internal network or server issues

We have a 1 hour response time to the customer from time of notification of the issue, to advise of an estimated time of restoration (ETR).

In most cases, it is unlikely that an ETR will exceed 3-4 hours barring critical failure.

External Unplanned Outages

upstream provider issues

We invoke our SLA with our vendors, and will notify a customer within 1 hour of an ETR pending availability of vendor support.

Where possible, customers will be notified with updates as they become available every 2 hours.