

Holiday Hours of Operation: What Continues During the Break - blueAPACHE

Canonical: <https://www.blueapache.com/blog/holiday-hours-of-operation-3>

Details:

December 7, 2017

With the holiday season rapidly approaching, we would like to remind clients of our holiday hours of operation.

We will continue providing proactive and reactive support 24 hours a day, 7 days a week throughout the holidays, as per your current support agreements. Our support processes and availability remains unchanged. On gazetted national public holidays, our operations team will be on call for escalated priority support.

We will, however, be minimising structured platform changes during this period to emergency work only in order to mitigate possible outages.

The industry network provisioning embargo will commence 15 December 2017 and continue through to 08 January 2018. This limits the provisioning of new networks including extensions and reconfigurations. You can read more [here](#).

If you have any questions about support or provisioning of works over the holiday period, please contact your Account Manager.

News

What is your holiday hours of operation article about?

The article reminds clients of our holiday hours of operation as the holiday season approaches, explaining that support will continue as normal but structured platform changes will be minimized during this period.

Will you continue providing support during the holidays?

Yes, we continue providing proactive and reactive support 24 hours a day, 7 days a week throughout the holidays, as per clients' current support agreements. Support processes and availability remain unchanged.

How do you handle support on gazetted national public holidays?

On gazetted national public holidays, our operations team will be on call for escalated priority support.

Do you make platform changes during the holiday period?

We minimise structured platform changes during the holiday period to emergency work only, in order to mitigate possible outages.

Who should clients contact with questions about support or provisioning of works over the holiday period?

Clients with questions about support or provisioning of works over the holiday period should contact their Account Manager.

What contact options do you provide for support?

We offer support via Remote Access, a Client Portal, phone at 1300 135 548 (Australia) or +61 3 8696 9369 (International), email at support@blueapache.com, or by speaking to the team via the Contact page.