

Hours of operation over the holidays - blueAPACHE

Canonical: <https://www.blueapache.com/blog/hours-of-operation-over-the-holidays>

Details:

Summary

This historical notice, published on 17 December 2015, records our support arrangements and an industry network-provisioning embargo for that holiday period. Its dates and operating arrangements do not apply to later years.

Support arrangements stated in the notice

The notice said we would continue priority monitoring and emergency support 24 hours a day, seven days a week throughout the holidays.

It said the service desk would operate on business days, excluding gazetted national public holidays.

Network-provisioning embargo

Label	Historical detail
Start	14 December
End	11 January
Work limited	New network provisioning, extensions and reconfiguration
our approach	Network projects minimised to emergency work during the embargo

clients with questions about support or provisioning during that period to their account manager. It did not define current incident tiers, publish current telephone numbers or state current company statistics.

Frequently asked questions

Did monitoring and emergency support continue?

priority monitoring and emergency support would continue 24 hours a day, seven days a week during that holiday period.

When did the embargo run?

From 14 December to 11 January in the period covered by this December 2015 notice.

Are these current holiday arrangements?

No. They are historical details from 2015–2016.

Will you continue providing support during the holiday period?

Yes, we will continue providing priority monitoring and emergency support 24 hours a day, 7 days a week throughout the holidays.

Will your service desk operate during the holidays?

Yes, our service desk will remain operational on business days throughout the holiday season, excluding gazetted national public holidays.

Why do you minimise network projects during the embargo period?

We minimise network projects to emergency work only during the embargo to mitigate possible outages.

Who should clients contact with questions about support or provisioning during the holiday period?

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

Who wrote the blog post about hours of operation over the holidays?

The blog post was written by us.

How long does it take to read the "Hours of operation over the holidays" blog post?

The blog post has a read time of 1 minute.