COVID 19 - Network Impact Notice.
Notice #1001

During the lockdown, Vlocity will remain operating as an Essential Service Provider. This enables us to continue to monitor our network infrastructure and do our best to maintain your services during this difficult period.

Please note that the impact of the lockdown will slow us down as we have to go through various checkpoints etc. While we are able to manage our network, we cannot access your homes without potentially exposing our staff to the virus. So our staff are restricted and unable to come into your home. Please understand that these people also have to go home to their loved ones.

If my staff have to enter your offices please ensure that protection and separation is maintained at all times. Please ensure surfaces are sprayed beforehand and that my staff are not contaminated or do not contaminate your spaces. They will have gloves, masks and sprays for their protection and yours.

If my staff feel they are at risk they will not enter the area.

Our primary goal is infrastructure maintenance, i.e. the external devices that carry your traffic.

Incident Report. Aloe Ridge Tower.

Our Aloe ridge tower was compromised 2 days before the lockdown. Thieves broke in and ransacked our entire power system, solar panels and batteries. Because of the Lockdown, equipment is not available to replace, so we are managing this manually by charging batteries at our offices and then driving them through during the early hours of the morning to carry us for the day. Sometimes we are doing this twice a day. Customers affected, please be patient. We are doing the best we can under the circumstances. This tower is an advanced access tower situated high up in Black Hills Magaliesburg area, and it is a significantly difficult site. We expect interruptions of up to an hour in some cases but note that we are aware when iot is down and are doing our best to get there to resolve it.

Thank you

Steve Akester
CEO

27 March 2020 10:00AM