



# PUBLIC NOTICE

## Network Intermittence in and around Lae

06<sup>th</sup> April 2022

**To Our Valued Customers,**

PNG DataCo Limited would like to inform our valued Customers in Lae that our OPGW network between Yonki and Lae is experiencing intermittent failures since Sunday 03<sup>rd</sup> April due to a Transmission Equipment Fault. This intermittent fault, unfortunately, has a direct impact on Internet connectivity delivered to our customers in Lae.

We are committed, and our Engineers and partners are doing everything in their capacity to restore services to these areas in the short time possible.

We apologise for the inconvenience caused and advise that our Engineers are now onsite and attending to the issue and are doing everything in their capacity to restore services to these areas in the short time possible.

DataCo customers should receive updates from the DataCo Network Operations Centre (NOC) or from your Account Manager up to full restoration.

Please do not hesitate to contact DataCo NOC on [noc@pngdataco.com](mailto:noc@pngdataco.com) and ph: +675 313 3900 / 326 1119 for further updates on the restoration.

**By Management**