



Dear Hypernet Users,

We are reaching out to inform you of a significant incident that occurred during our recent migration to a new server provider.

During the data transfer process, an unexpected failure resulted in the loss of user and staff data across several Hypernet services, including bot hosting, game servers, and related deployments. This was not an outcome we anticipated, and we know how frustrating and concerning this is for you.

We want to reassure you that our team is working tirelessly to recover as much data as possible. However, we must be transparent: we cannot guarantee that all data for all users will be fully restored.

What You Can Do Now

To assist with service restoration and minimize downtime:

1. **Check for Backups:** If you've kept local backups of your data or configurations, please prepare them for potential redeployment.
2. **Contact Support if Needed:** For mission-critical services or assistance, reach out to us at support@hypernet.org.uk.
3. **Stay Informed:** We'll post regular updates on recovery progress and next steps at status.hypernet.org.uk.

Our Commitment to You

We deeply regret this disruption and the impact it may have caused. At Hypernet, we take the trust you place in us seriously, and we are implementing additional safeguards and redundancy measures to prevent such incidents in the future.

This situation does not reflect the level of reliability we strive to deliver, and we're committed to making things right.

Thank you for your understanding and patience as we work through this challenging situation together.

Sincerely,

The Hypernet Team