Dear Hypernet Users,

We are writing to inform you of a critical 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 associated deployments. We deeply regret this outcome and understand the frustration and concern it may cause.

Please be assured that our team has made every effort to recover the affected data. Despite extensive recovery attempts, we have unfortunately been unable to restore any user or staff data. As a result, we are unable to provide backups of previous deployments or configurations.

We sincerely apologize for the impact this has had on your services. Moving forward, we are implementing enhanced safeguards and procedures to prevent such incidents and to better protect your data in the future.

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