

The People's Assembly, receiving on the 5th of december 2020, between the 34th and 35th PA Meeting.

To the Assembly from the Technical Committee,

We recognise that server downtime has reached over 100 hours,
We have constituted that TitanNodes is showing severe incompetency from their support team,
We have interacted negatively with the above.

The incompetency comes in two parts, namely:

1. The support team is made up of one person, being severely distracted from the company.
 2. The support team was not notified of the downage until 30 hours after the start, as their monitoring systems failed. They affirmed to know the source and to have repaired it nearing hour 40. Later it appeared they made and solved a problem independently from the greater outage, claiming to know the source of this too they went to work nearing 48 hours of downage. Since the last message we have not heard anything from them, even though they told us the solution is simple and it should be over quickly.
- Except from critiques towards the userbase we have not received any message. No communication is possible between us and TitanNodes as even their ticket system has overflowed and made a backlog of over 2 months.

If the situation persists like this, the Technical Committee will be forced to take matters into its own hands.

Signed by,
Technical Committee

[Letter as: The TC to the PA on 100 hours of downtime – 5/12/2020]