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Service Disruption Notice

2025-12-03 - Zach W. - [Service Issues](#)

On Dec 2, 2025 at approximately 5:00 PM (NAEST), we began observing issues impacting certain platform functionalities.

From customer reports, we observed that emails related to Event Planner may not be working as intended, and some updates to membership details may have been delayed or not saved. Additionally, some emails like eDirectory report confirmations are not being sent.

Upon investigation, we identified that a database had reached a critical threshold, which disrupted normal services. Our team took action to address the underlying database issue and restore stability. We are continuing to investigate the root cause, and monitor the system closely to prevent further disruptions.

We appreciate your patience and understanding as we work to resolve this matter.