

Frequently asked questions System Outage | Coral Sea Cable upgrade

What's happening?

We are experiencing intermittency on our Internet link. As a result, some of our banking services are experiencing system outages.

What services are impacted?

- Retail Online Banking
- Corporate Online Banking
- International Payments via SWIFT, online and over-the-counter
- External emails

Why is this happening?

DataCo has begun to activate their link to the Coral Sea Cable. They are migrating traffic from PPC-1 and APNG-2 (the current cable system) to the new Coral Sea Cable. While this work is being carried out, we will experience intermittent outages.

How long will this last?

We do not have a confirmed outage schedule from DataCo. However, we expect the situation to be resolved quickly.

What are we doing to remedy this?

We are monitoring traffic flow and working with our partners to resolve the situation quickly.

Customers can continue to transact digitally through Konnect by dialling *525#

Are any other businesses impacted by this?

Yes. The outage will impact all of PNG. Many other businesses will experience similar service outages.

My question isn't covered in this FAQ. Who should I speak to?

Our Contact Centre staff are here to help.

You can contact them on:

Phone: 308 3800 or 180 1525

Email: kina@kinabank.com.pg

Or visit a branch and speak to one of our friendly customer service representatives.