



### Web Server Availability

We're all about making sure your website is live and kicking around the clock. Sometimes, though, stuff happens - like natural disasters, server overloads, coding hiccups, and cyberattacks. When they do, there might be a temporary hiccup in your website's service.

### Checking Your Website's Pulse

Want to see how we're doing? Head on over to our [Pingdom Stats page](#). If your website's address is playing hide and seek, you'll need to find out your site's IP address. Check it out on the [DNS Lookup Tool](#). Stuck? No worries, just reach out to us.

On our Pingdom Stats page, here are a few of the servers you might find there:

- **E2-OMEGA** services:
  - 209.50.57.189
- **Pantheon** services:
  - 23.185.0.3
  - 23.185.0.1
  - 23.185.0.4
- **E3** services:
  - 130.211.201.24
  - 34.70.90.65
  - 141.193.213.10
  - 141.193.213.11

### Stay in the Loop

We're social, too! Follow us on Twitter at <https://twitter.com/epcstatus> for real-time updates on our service status. We'll let you know if anything goes sideways and when things are back to normal.

### When Things Go South

If a server takes a nap unexpectedly, we get a heads-up within 5 minutes. Then, it's all hands on deck to get things sorted out ASAP. When everything's back to normal, we'll update the Pingdom Stats and our Twitter page.

If the downtime lasts more than an hour, we'll send an email to all affected clients within one business day, explaining what happened and how we fixed it.

### When Your Website Throws a Curveball

Sometimes, your website might have issues that our server monitors miss. If your website's looking a little off or isn't loading, give us a call at 312-291-2200 to report it.

### Mission Critical Websites

Got a website that needs VIP treatment? Get in touch with us and we can set up a personal monitoring program just for you.

### After-Hours Emergencies

Caught a website glitch in the wee hours? Just leave us a message at 312.291.2229, our after-hours emergency line. Someone from the ePageCity team will get back to you as soon as possible to sort things out.