

# Emergency Preparedness for Hurricane

## ACST Prepares for Hurricane Florence



**For the safety of our employees, we're suspending normal operations on  
Thursday, September 13th at 12:00 PM EDT - Friday, September 14th.**

### Your security is our highest priority

All of our backup disaster recovery plans have been verified and we're confident that your data is secure. If our area experiences a catastrophic event, Realm customers will not experience any additional service interruptions.

OnDemand customers may experience a limited interruption while we activate disaster recovery initiatives. Some OnDemand customers may recall slowness after Hurricane Matthew. However, since that time, we've purchased additional bandwidth in an effort to serve you better during extreme weather-related events like this.

### Are you a desktop customer in need of backup assistance?

We want to help you back up your data online. Call us at 1-800-669-2509 and a customer service representative will promptly assist you at no cost. If you've already made backups, please take them to a safe, dry location.

We hope Hurricane Florence will not impact you or your loved ones in any way. If you have any questions, please contact us at 1-800-669-2509.

### Continue checking this page for updates.

After severe storms, we work hard to get business back to usual. However, depending on the track and ferocity of Hurricane Florence, the interruption to customer services can remain limited. We appreciate your patience and prayers! And for our customers in the path of this storm, we're praying for you. We want to help you get back online as soon as possible!