



Date: 27th January 2009

Incident Date: 24th January 22:30 – 25th January 04:05

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Introduction:

This document is to act as an explanation of the outage experienced for the Cardiff, Kingston and Peterborough POPs between 24th January 22:30 and 24th January 04:05.

Details of fault:

On Saturday evening at approximately 22:30, we began to experience erratic connectivity to our Cardiff, Kingston and Peterborough POPs.

Shortly after initial diagnostics, our engineers contacted the supplier who provides the links to these POPs. We were informed that the faults we were experiencing on these links were a symptom of a larger network fault within the supplier's network, which was the result of a loss of power to vital equipment. We were also informed that this major fault was affecting other customers within the supplier's customer base.

Our supplier advised that the major network fault was rectified, and normal service was resumed at approximately 04:05 on January 25th. We are currently awaiting a full outage report from the supplier and we will supply further details once we have received them.

