

Incident Report

Telecity Hex 8/9 Power Outage

Report Date: 16th August 2016



Introduction:

This report details the incident experienced with power on our devices in Telecity Hex 8/9 on the 2nd August 2016.

Series of events:

At approximately 02:30 on the 2nd August we became aware that we had lost connectivity to our devices in Telecity 8/9 and ascertained that this will have also been the case for leased lines and customers with services connected directly to that site. We posted an update on noc.entanet.net to advise of this and provide a point of reference for affected customers.

Maintenance was being performed at Telecity following a power incident which had occurred on Wednesday 20th July, to replace the protection modules on both the A and B power risers in the Building 8/9 data centre.

Due to this being maintenance, we were sent through notifications regarding this work from Telecity. Unfortunately however, they were sent to incorrect individual email addresses which led to the necessary follow up actions not taking place. Therefore, potentially affected customers were not notified as is usual practice and the opportunity to ensure we were connected to the alternative power feeds available at the time of the maintenance, in order to minimise disruption wasn't taken.

Power was restored to our equipment at approximately 03:00 and an update to our noc.entanet.net post shortly followed. We have since corresponded with Telecity to ensure the address they send notifications to moving forward is correct and also a centralised mailbox so that numerous internal relevant contacts receive them.

We apologise for any inconvenience or disruption caused by this incident.

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