



## **Post Incident Review**

**Issue 1 Date: 01/06/2012**

**37-16378: 31<sup>st</sup> May 2012 -Failure of Connectivity to Aspen House**

### **Closing Statement**

Our engineers have resolved the issues with connectivity to Datanet's Aspen House data centre.

The issue was as a result of the OSPF routing protocol used within the network failing at our Telehouse and Telecity points of presence.

A reset of the MTU values used on our gigabit connectivity to these sites resulted in a re-set of the OSPF protocol and has re-established connectivity.

### **History Items Posted to Website During Incident**

11:53 - From 11:33 the issue has been resolved and your services should now be stable. If you are experiencing any problems please do not hesitate to contact our Support Team on 0845 130 0695. Thank you for your understanding and patience.

11:37 - Our engineers are in the process of resolving the issue that occurred and 10:53 and we are hopeful that your services will be stable very soon. Again please accept our apologies for any inconvenience.

10:53 - We are aware of an issue with our network which may be affecting Internet connectivity and network access.

Our engineers are working on this to resolve the issue as quickly as possible. We apologise for any inconvenience.