

**Network Operations Center
Weekly OUTAGE Report
02/15/2009 - 02/21/2009**

Incident Number	Type	Title	Date Submitted	Date Resolved	Incident Solution
51391	PSA Network Connectivity	Outage: PeeDee-Tobacco3_3550-24-92 02/19/09 2:51PM	02/19/09		Unresolved. PSA consultant contacted.
50804	PSA Network Connectivity	Outage: AE_Horry_2801, 02/19/09 12:49AM	02/19/09	02/19/09	AT&T called back and stated that Spirit-Telecom left a loop back configured in the smart jack when they were testing ealier. Service restored 10:57AM.
49363	Campus Network Connectivity	Outage: PooleRmE255TEMP_2940 02/11/09 10:50AM	02/11/09	02/17/09	The uplink on the switch had been moved to a different jack in the office. Moved the uplink back and connectivity was restored. Service restored 02/17/09 2:42PM.
50429	Wireless Network	Outage: Wireless Access Points Campus Wide, 02/17/09 1:30PM	02/17/09	02/17/09	Engineering was preparing for scheduled maintenance tomorrow and a controller went off line as a result. All APs connected to controller, switched controllers and restarted. All service restored 2:30PM.

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50419	Campus Network Connectivity	Outage: System outages at ITC Data Center, 02/17/09 6:06AM	02/17/09	02/17/09	Maintenance to 6509 NEBS in data center caused brief outage. Service restored 6:43AM
49949	Campus Network Connectivity	Outage: ITC-Office-3750, 4th switch in stack, 02/16/09 8:31AM	02/16/09	02/16/09	This switch was replaced with one that would power up. Service restored 02/16/09 11:00AM.
48260	PSA Network Connectivity	Outage: AE_Lancaster_2801, circuit bouncing since 02/05/09 7:36PM	02/05/09	02/17/09	After many calls, Comporium finally found that a fiber jumper was bad and replaced it. Service restored to site 02/17/09 at 8:50AM.
47845	PSA Network Connectivity	Outage: PeeDee-Tobacco1_3550-24-90 02/4/09 9:41AM	02/04/09		Unresolved. Waiting on PSA consultant to check switch and power.