

**Network Operations Center  
Weekly OUTAGE Report  
09/28/2009 - 10/04/2009**

<b>Incident Number</b>	<b>Type</b>	<b>Title</b>	<b>Date Submitted</b>	<b>Date Resolved</b>	<b>Incident Solution</b>
<a href="#">96837</a>	PSA Network Connectivity	Outage AE_Greenville_2801, 10/04/09 6:02AM	10/04/09	10/04/09	Logs on router do not show a power outage, but show the tunnel interface down for about an hour. Service restored at 6:53AM.
<a href="#">96793</a>	PSA Network Connectivity	Outage: AE_Lee_2801, 10/02/09 5:48PM	10/02/09	10/02/09	Loss of connectivity due to local telco outage. AT&T resolution indicated that a card was replaced by Farmers Telco. Service restored at 11:18PM.
<a href="#">96629</a>	SCLR Network Connectivity	Outage: SCLR Clem to Chas, PNET-10GIG-966039-RED, 10/02/09 1:27AM	10/02/09	10/02/09	SCANA maintenance (TT #93763) on primary path between Chas and Colo 10/02/09 12:00AM - 1:27AM. SCLR remained operational via the backup path. When connectivity was restored to the primary path, spanning tree issues caused MUSC to lose connectivity. Engineers disabled the interface (PNET-10GIG-966039-RED) on the Clemson node to restore connectivity. Service restored at 3:03AM.

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<a href="#">96614</a>	Internet Network Connectivity	Outage: Garrett-Bldg_3560G48P-130, 10/02/09 6:31AM	10/02/09	10/02/09	Loss of connectivity due to power outage. Service restored 8:23AM.
<a href="#">96602</a>	Campus Network Connectivity	Outage: Martin-Inn-2950-LRE-1, 10/02/09 2:17AM	10/02/09	10/02/09	Switch was hung and required manual reboot to restore connectivity. Service restored 9:09AM.
<a href="#">96560</a>	SCLR Network Connectivity	Outage: SCLR - PNET-10GIG-566485 (BLACK), PNET-10GIG-675982 (BLUE), PNET-10GIG-200539 (ORANGE), 09/28/09 9:23AM	09/28/09	09/28/09	PalmettoNet NOC stated that there was a SCANA tech onsite in Augusta when a loss of signal occurred on one fiber for a period of two minutes. Service restored 9:25AM.
<a href="#">95898</a>	PSA Network Connectivity	Outage: Dominica_3560, 09/28/09 1:43PM	09/29/09	09/30/09	Customer indicated they probably exceeded their data limit. Service restored 09/30/09 6:40PM.
<a href="#">95652</a>	Campus Network Connectivity	Outage: Godfrey-1W_3750E-DL-83, 09/28/09 12:02PM	09/28/09	09/28/09	Power issue. Service restored at 12:46PM.
<a href="#">95607</a>	Campus Network Connectivity	Outage: Rhodes-1W_3560g48p-11-14, 09/28/09 8:22AM	09/28/09	09/28/09	UPS issues. Service restored 11:10AM.
<a href="#">95492</a>	Internet Network Connectivity	Outage: AE_Camp-Long-EB-Lab_2950, 09/27/09 1:36PM	09/27/09		Waiting on response from customer. In progress.