

**Network Operations Center
Weekly OUTAGE Report
10/12/2008 - 10/18/2008**

Incident Number	Type	Title	Date Submitted	Date Resolved	Incident Solution
27324	PSA Network Connectivity	Outage: AE_Baruch_2811 10/18/08 3:29PM	10/18/08	10/18/08	Verizon fixed a down DS3. Service restored 8:37PM.
27319	Campus Network Connectivity	Outage: R_CalhounCts-N3H_356024PS-35 10/18/08 3:49AM	10/18/08	10/18/08	Outage caused by loss of power to the switch. Device contacted 10/18/08 at 11:03am.
27318	Internet Network Connectivity	Outage: QWEST-GNVMSCKE-7606 10/18/08 1:21AM	10/18/08	10/18/08	The site stopped bouncing at 2:03AM. AT&T called back at 2:47AM and said there was working being done in the area, and it should be finished.
27133	Campus Network Connectivity	Outage: R_THV-A9L_2950 10/17/2008 11:02PM	10/17/08	10/18/08	Device contacted 10/18/08 3:02PM. Awaiting Resolution Info from L2 before resolving/closing.
27132	Campus Network Connectivity	Outage: R_THV-A10R_2950 10/16/2008 7:35PM	10/16/08	10/17/08	Device contacted 10/17/08 at 2:54PM. Awaiting Resolution Info from L2 prior to resolving/closing.
26155	Internet Network Connectivity	Outage: ICAR_Campbell-1W_3750-DL 10/13/08 7:43AM	10/13/08	10/13/08	Customer reports tripped breaker. Service restored 10/13/08 9:15AM.
26116	PSA Network Connectivity	Outage: AE_Edisto_3560g24p-20 10/12/08 3:40 AM	10/12/08	In Progress	Rat chewed through fiber patch cable. Sending new fiber cable for replacement.