



Hurricane Electric Internet Services
Operations
760 Mission Court
Fremont, CA 94539
Phone: 510.580.4100 Fax: 510.580.4152

Incident report for August 07, 2011

At approximately 6:00am PDT, at the Fremont 1 facility, power was interrupted to the datacenter floor when the main UPS input breaker tripped. The breaker was reset, the maintenance bypass closed, and power was restored at approximately 6:20am PDT. Support technicians on site visually inspected customer equipment located in the affected area, restarting any that needed assistance.

UPS technicians will be onsite today to assist us in determining the cause of the failure.

Moving forward, we are now going to replace this UPS system with another brand as soon as possible and we are going to go from an N+1 UPS configuration to a 1+1 electrical system, with each PDU having a static transfer switch to a separate electrical distribution system so that if something happens all the PDUs can be switched over. The time line for this is in the next few months due to the lead time on getting this type of equipment.

This incident did not affect the other Hurricane facilities.

Hurricane Electric takes its network and power stability seriously. Please know that we are committed to providing the best service possible.

Hurricane Electric Customer Care
+1.510.580.4120

Hurricane Electric Operations
+1.510.580.4100

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