



WorldDialPoint
Your Local Voice Service Provider

Detail Report for latest Outages on the Business Network are as follows:

Severity: Info Only

Issued by: Senior Engineer Melbourne NOC

Period From: 2011-10-28 10:00:00 AEST

Period To: 2011-12-06 15:14:00 AEST

Location: National VoIP

Services Affected: All VoIP Business Services

Detail:

We have experienced several unexpected short outages since an upgrade was performed to our Network on the 27th October 2011. These upgrades were planned in advance in order to prepare the network for some extensive upgrades both on a software and hardware level in order to provide advanced resiliency and failover.

As of last night (05/12/2011) an emergency change was made to the network to revert back a majority of the changes made as we needed to establish the root cause by doing some additional testing in our laboratory if we have a software or hardware issue.

In order to avoid any further disruption to our customer's services we have placed a VoIP network embargo in place until 6th January 2012. Only emergency changes will be carried out if required.

A full investigation and analysis of the current issues are being investigated by our Senior VoIP engineers and we are in discussions with our Software Vendor for a final fix before any further network changes are carried out.

These unexpected lock-ups have caught us by surprise while we were in the slow planned migration to a more resilient VoIP network.

We will continue to keep you updated with any findings on the network and we will also issue a complete roll out plan of new services to the network in the first quarter of 2012.

We are doing our utmost to avoid any further disruptions to the VoIP network. Once again we apologise for any inconvenience caused.

Regards,

WorldDialPoint