



Dear Edgeconnect Customer

Incident Date: 17 April 2024

Down time: Intermittent

Services affected: Internet

Incident Details:

General planned power maintenance at Teraco Durban, the largest data centre in KZN, this week saw multiple providers experiencing power redundancy failures within their infrastructure hosted within this facility. During this planned maintenance window, Teraco does work on one of the power feeds in sections of the data centre. But at all times, there has been a single power feed working in the cabinets, which means no equipment should lose power.

While none of EdgeConnect's equipment had lost power at any point, there have been multiple providers losing power to various equipment within their infrastructure. These providers include DFA, Openserve, Link Africa, MTN, Vumatel, and other smaller last mile providers that seemed to have incorrectly configured power redundancy within their infrastructure hosted within Teraco Durban. These provider outages have obviously had a drastic knock on effect for providers that rely on backhaul and other services from these providers.

Resolution:

We have been in contact with these providers, at a management level, requesting full audits of their power redundancy to avoid this type of issue in the future.

We sincerely apologise for the outages experienced in the last two days and assure you of our utmost attention to ensuring this issue is resolved swiftly.

Thank you for your understanding and cooperation.

If you have any concerns or if you experience prolonged issues beyond the specified window, Please don't hesitate to reach out to our support team.

Kind Regards
Edgeconnect