



C4L
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Outage Report Thursday 26/11/2009
<http://noc.c4l.co.uk/?p=104>

On Thursday 26/11/2009 we experienced a complete outage at the TATA Stratford facility. The cause of this was a systematic failure in the electrical systems after a power cut from the grid.

At 16:45 we were notified by a client of ours that temperature was rising in the suite, we then confirmed this with our own kit. We raised a support call with our supplier, who at the time was unaware of any problems and told us we would receive a call back in 5 minutes, this never happened.

At 17:18 the site suddenly dropped off of our network. This is, we are now told, when the UPS systems were depleted of energy.

At 17:20 we saw a number of peering sessions drop from our BGP table, which made us realise this was a rather serious problem.

After this we found it very difficult to get a hold of our supplier as it appears they base their entire operations out of this data centre, phones were down and emails simply bounced back. We began talking to other networks and customers who had been affected.

At 17:45 we learnt for ourselves that it wasn't just our area that was affected, it was the whole facility.

At 18:55 we learnt that the power engineer arrived had on site to discover that indeed the power had failed, UPS depleted and that the 3 emergency standby generators had failed to engage to support the load. We were then informed (again unofficially as supplier was still unreachable) that the power restoration could take 30/60mins to complete.

At 19:25 we heard from other providers and contacts that their kit was starting to come back online, and at 19:28 our kit returned. All customers at the facility were called and remote hands requests were raised in order to fix any problems. If you were not contacted we must apologise for this.

At 21:50 we were informed by our supplier, who finally managed to get in touch, that the power should be considered at risk for a further 8 hours as the UPS would take that long to fully charge its batteries, if there was another grid failure the facility could have gone off again.

Customers may now consider the facility fully operational again and no longer at risk from further power outages.

We are understandably annoyed at this incident happening in the first place and will be pushing both our supplier and the Data Centre to prove they can fail over onto generator support in the future. As soon as we have anything further on this we shall add to the report and the NOC site post.

We will be providing an immediate ex-gratia credit of 5% of your monthly service charge for colocation and connectivity. This is above the C4L contract SLA.

C4L apologises for any inconvenience caused by this outage. If you have any further questions with regards to the fore mentioned please don't hesitate to contact us on +44 (0) 1202 299 799

C4L Technical Team