

Service Update / RFO

24/08/2015 to 25/08/2015



As of 24/08/2015 we have been experiencing intermittent issues with our service, however, these events were outside of our control. We cannot apologise enough for any inconvenience caused by this, and assure you that engineers and our Development team have been working tirelessly, not only to investigate the issue at hand, but also to ensure the stability and reliability of our service.

We believe it is important to keep customers updated on matters at hand, and this is never more true than when we are experiencing service issues. With this in mind, we have decided to communicate with you via this document, in order to update you in more depth about the problems that occurred on the evening and night of 24/08/2015.

Firstly we would like to assure you that we take any outage, no matter if it is 5 minutes, 50 minutes, or longer, very seriously, and therefore, we had already begun investing in new Data Centre facilities with another provider, and after yesterday's events, we have drastically accelerated this process in order to mitigate another outage, which we expect would occur if we were to do nothing.

The events of August 24th began at 17:15, when our live monitoring system picked up issues with our primary Data Centre (DC) in Bournemouth, these events were a result of software problems with our primary hosting partner, and were not under our control. However, at 17:20 monitoring indicated issues with our secondary DC in Maidenhead, and our team quickly escalated this to the DC provider, our primary hosting partner, for Maidenhead and Bournemouth.

Between 17:20 and 20:00 our primary and secondary DCs continued to experience sporadic outages, of varied severity, and this resulted in an intermittent service for our customers. At 20:00 both of these DCs went completely dark, and we switched our DNS to point inbound and outbound calls to our tertiary DC in Doxford Park. This measure was carried out swiftly and efficiently in order to minimise downtime for our customers, and led to only a partial outage, with a minority of customers experiencing issues with their call and online fax services whilst the transition was carried out.

At 23:00 our secondary DC in Maidenhead came back online and returned to a stable state, with our primary DC in Bournemouth coming back online at 02:00 and returning to a stable state. We then switched our DNS back to our primary DC and continued to carefully monitor the situation. At this point the vast majority of customers should have been experiencing a complete return of service.

We are still experiencing some intermittent network issues, however these are, on the whole, non-service affecting, and should not impact your call or fax solutions. We believe these events to be completely unacceptable, as we strive to consistently provide you, our customers, with a stable, reliable and efficient solution, and we have been in constant contact with our primary hosting partner stressing this fact, and pressing them for answers and updates.

Investigations into the events of 24/08/15 are ongoing, and engineers continue to work on ensuring such issues do not occur in the future. In the meantime, we have arranged for an emergency migration of hardware from our secondary DC in Maidenhead to our tertiary DC in Doxford Park, in the anticipation of further network issues. This work will be completed by around 8pm this evening (25/08/2015).

Once again, we offer you our sincerest apologies for any inconvenience caused by these issues, and assure you that our team are working tirelessly both on the emergency migration, and on a solution with both our primary and secondary hosting partners to ensure that future events of this nature are avoided. We are investing heavily in new DC facilities, and envision that we should see a vast improvement in stability, redundancy and failover in the very near future.

Kindest Regards,
The Soho66 Team



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