



FINAL FAULT REPORT

Forfatter (inkl. evt. faktaansvarlig) Prepared (also subject responsible if other) Mikkel Hoegh-Schmidt (☎ +45 77 30 31 82), OMC	Nr. No 5-0820-107-GDVD		
Dokumentansvarlig/Godkendt Document responsible/Approved Eddy N. Krage (☎ +45 77 30 31 35), O&M	Dato Date 03/11 2010	Rev B	Tilhører File Klasse I

To : EasySpeedy

Subject : Power issue at Hørskæften 3 Hall2, 230v UPS

GCT # 29122 and 29091

Date: 03-11-2010

Impacted circuit ID's: 230v UPS power at Hall 2

Summary of event:

Our customers unfortunately experienced an impact on the telehousing services delivered in our telehalls 2 on Hørskæften 3 during planned work (GCT#29091).

The following is a short-listing of the major events during the faultfinding and repair work:

03-11-2010:

09:00 – Planned work begins. Change of mains supply to the UPS, to replace the damaged fuse panels and repair the faulty distribution board (GCT#28979).

10:01 – Power Loss on hall2 detected

10:03 – Ticket 29122 created

10:11 – OMC contacted housing, who informed that the power was restored and all UPS systems are up and running again.

10:11 – Housing informed that they are investigating the circumstances.

10:15 – OMC reports to customers attached to tickets that system has been down.

Performance measurement:

Circuit ID	Start of unavailability (ddmmyy.hhmmss)	Fault clearance (ddmmyy.hhmmss)	Unavailable time
XXX	031110.1001	031110.1011	10m



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Corrective actions:

During the planned work a human error occurred, when the new power supply was being switched on. The error led to a power fail in hall2.

We will investigate the procedures on planned work, so that work of this character will be commissioned in a closer cooperation with the customers.

GlobalConnect is indeed sorry for the inconvenience that this have caused, and should you have any further questions please do not hesitate to contact Head of Housing Tore Villund or me directly.

Eddy Krage
Head of O&M