



Begin: Jan 16th 13:05

End: Jan 16th 13:15

Affected Services: Hosted Clients, Email, Phones, Customer Portal

Event Description/Root Cause: At 1:05pm Central, our network monitoring tools alerted us to an outage affecting several of our services. Our network techs began diagnostics and determined that the outage originated in our upstream provider's network. Invalid routes caused our hosts to be unable to communicate with the Internet which caused our VPN links that connect our remote offices to go down. By 13:15, the upstream network resolved the issue and connectivity was restored. Upon restoration, our services automatically came back online.