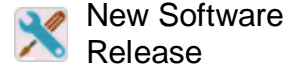


SmarttNet Network Status - 2007 Archive



Date: 12/08/2007

Time: Midnight to 01:00 AM

Duration: 1 Hour

Affected Customers: SmarttNet Customers

Reason of Outage: Hydro, power upgrade. This activity will affect all the services provided by Smarttnet that includes all the connectivity and hosting services. CUSTOMERS WILL BE WITHOUT INTERNET SERVICE FOR 60 MINUTES WHILE WE UPGRADE POWER SUPPLY TO OUR NEW DATA CENTRE. Customers requiring further details description could contact our office Monday to Friday 8 AM to 6 PM by phone or email us at support@smartt.com We appreciate your patient while we are upgrading our systems to serve you better in future and again we apologize for any inconvenience this may cause.

Date: 11/07/2007

Time: 11:55 AM

Duration: 0.5 Hour

Affected Customers: SmarttNet Customers

Reason of Outage: At approximately 11:55 AM a Telus switch experienced a failure which spread to one of our switches. The problem was resolved within 30 minutes by SmarttNet and Telus staff with service being restored by approximately 12:25 PM. Customers may have experienced DNS related issues such as an inability to browse. We apologize for any inconvenience this may have caused.

Date: 10/10/2007

Time: 9:35 PM

Duration:

**Affected
Customers:**

SmarttNet Customers

**Reason of
Outage:**

There was a system wide network outage which affected our customers and originated from one of our core routers. The problem was rectified at approximately 9:35 PM. We apologize for the inconvenience.