

## *BTC Press On Cell Phone Outage*

### **The Network Event of Friday- August 6th, 2010**

#### **The Event**

On the morning of Friday, August 6th, 2010 at 1:37 a.m., BTC's Network Operations Command Center (NOCC), reported a failure of the Digital Access Cross Connect System (DACS). This is an element of the network that facilitates the processing of both cellular and landline phone calls. This device is normally supported by a full redundancy component to address system faults. However, this component malfunctioned as well, causing a failure that impacted all pre-paid cellular customers and a significant number of landline customers. The affected customers were unable to make or receive calls. BTC technicians restored services by 2:45 p.m. that afternoon; however, some customers did not receive full functionality until later that evening. BTC's preliminary investigations indicate that this incident was an isolated event. The core elements of BTC's networks continue to work according to specification.

#### **Next Steps**

Customers should be assured that BTC is not satisfied with simply repairing the device. As is the case with all such events, BTC is examining and re-examining its processes and planned response procedures to avoid as much as possible any future occurrence. The following list represents some of the follow up activities by BTC: On-site Vendor review of the DACS equipment– to ensure that the performance and redundancy features are fully optimized. Audit of all oversight protocols and environmental factors to ensure that they are functioning as intended. Review of possible technical and administrative enhancements that can provide a greater degree of robustness and reliability on this and other key platforms in the network

#### **Responding to Our Customers**

BTC understands the inconvenience to, and frustration felt by, you as valued customers during this event. As noted above, BTC assures the public that it will take all necessary steps to minimize the likelihood of a reoccurrence in the future. As always, BTC remains grateful for your patronage. To demonstrate goodwill, BTC is pleased to advise that the company has done and will do the following as a token of its appreciation to you:

- Five dollar (\$5) credit applied to all active pre-paid customer accounts. Completed August 7th.
- Free National Calling for all Land line customers on Friday, August 20th, between the hours of 6 a.m. and 6 p.m. This means that land line customers will be able to talk to their clients, family and friends anywhere in the Bahamas with no long distance charges being applied.
- Free Local & National calling for all Post-paid Cellular customers on Friday, August 20th, between the hours of 6 a.m. and 6 p.m. Local and inter-island calls by post paid cellular customers will not be charged against their in-package allotments, nor charged as overage.