



Service Interruption Report

Conshohocken, PA

August 13, 2010

Overview: The PAETEC Data Center in Conshohocken, Pennsylvania experienced a “brown out” or temporary reduction in power caused by a disruption to the generating facility’s distribution grid. The “brown out” was followed by a power surge, which exceeded the maximum threshold permitted by the data center’s back end UPS breaker. The breaker tripped as a result of the surge and the facility was left without power for less than one minute while the breaker was reset.

Time of Service Interruption: 2:17 am EST

Cause of Service Interruption: The “brown out” on the generating facility’s distribution grid caused the facility to automatically transfer over to generator power as it was designed to do in the case of any power outage or drop in voltage. When the power voltage levels remained stable our transfer switch automatically switched back off of generator power. Within several seconds of doing so PAETEC experienced a power surge into the facility. As a result of this surge PAETEC’s back end UPS surge protector was tripped.

Although an irregular power supply can sometimes lead to serious problems, the PAETEC Conshohocken data center was designed to accept any power surge, allowing our breaker to trip and avoid wreaking havoc on the electronic devices collocated inside the facility. This is the only power surge the facility has experienced in it’s 11 years of operation.

Time of Service Restoration: 2:18 am EST

Resolution: PAETEC technicians were immediately notified, via visual alerts, the cause of the disruption and were able to act. All power was restored to the facility within a minute of surge.

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