



Dear Valued Client,

Please take note of the following incident report.

Higate Kenya – Unplanned Downtime: 20 March 2015

Incident Description: Unplanned Server Downtime

Start Date/Time: 20 March 2015 7:00 AM (GMT +2)

End Date/Time: 20 March 2015 7:00 PM (GMT +2)

Severity Level: Severity 1

Downtime Duration: 12 Hours

Cause:

ISP at hosting solution experienced sever power outage to the data centre hosting the Higate Kenya Platform which prevented normal operations to all services.

Impact:

Impact effected all services on the Higate platform.

Preventative Measures:

The ISP is investigating the source of the failure and addressing accordingly.

Kind Regards,

Service Delivery Team