

NEWS RELEASE

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City Internet Services Restored

Disruption in service provider's fibre optic network disabled City's website

Summary

On the morning of June 25th, the City of Nanaimo's Internet connection stopped responding and access to the website, external email, and some payment processing systems were disrupted until 10:00 PM that evening. All other services, including telephones and fire dispatch, continued to work during this disruption, and the majority of in-person City services saw little impact.

The disruption was triggered by an interruption in Bell Canada's fibre optic cable network that supplies Internet services to business clients on Vancouver Island.

Strategic Link: Asset Management - Internet access is a key component of the City's external service delivery.

Key Points

- Email, website, and payment processing services are fully restored
- The internet service disruption had no impact on telephones or emergency services

Quotes

"The City regrets any inconvenience this unexpected service disruption may have caused. When alerted to the problem, our IT staff remained in regular contact with Bell Canada until service resumed."

Guillermo Ferrero
Director of IT and Legislative Services
City of Nanaimo

Quick Facts

- The City of Nanaimo maintains a single high-speed dedicated connection to the Internet, providing cost-effective services to all of our major facilities.
- The telephone services at major City facilities are provided by two different carriers, ensuring that a single point of failure is unlikely to lead to disruption of this critical system.

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Continued... City Internet Services Restored

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