Dear Valued Client,

Please take note of the following incident report:

Incident Description: Vodacom Gateways Unplanned Downtime

Region: South Africa
Start Date/Time: 10 March 2015 2:30 AM (GMT +2)
End Date/Time: 11 March 2015 14:00 PM (GMT +2)

Severity Level: Severity 1
Downtime Duration: 23 Hours

Cause:

Connection between Vodacom and Vodacom ISP failed as a result of hardware failure.

Impact:

Impact effected SMS, OBS, LBS and USSD on the Vodacom network only. Most transactions were recovered.

Preventative Measures:

Vodacom have implemented an additional WEB based fail over route and faulty hardware at Vodacom ISP was replaced.

Kind Regards,

Service Delivery Team

Escalation Matrix

First Line Support	+ 27 82 511 7837	ticketman@integrat.co.za
NOC Supervisor – Martin de Jager	+ 27 61 317 7895	martin@integrat.co.za
Service Delivery Manager – Henry Leslie	+ 27 61 318 3910	henry@integrat.co.za
COO – Herman Cremer	+ 27 82 806 5030	herman@integrat.co.za

Severity Levels

Severity 1 - Critical	An entire live platform or system failure resulting in no service or loss of revenue
Severity 2 – Major	Partial Systems or services failure causing client \ user irritation caused by system problems, late delivery of transactions
Severity 3 – Minor	Service not functioning properly due to clients incorrect operation related / cosmetic issue or any error that does not result in system failure