



801.789.2800
801.789.4999 support
801.789.4118 fax
info@directcom.com

Dec 02, 2020

Direct Communications Outage Notification

Outage Affecting –Internet customers, Eagle Mountain, Utah exchange area.

Direct Communications experienced a major network outage affecting Internet customers in Eagle Mountain today, Dec 2, 2020. The outage appears to have begun around 2am this morning due to the physical failure of a key network switch in the network central office. We followed emergency backup procedures and installed a backup switch. The process of rebuilding this central switch was initially projected to last until about 12pm, but the outage lasted longer for many individual customers. At 5 PM, Wednesday December 2nd, we were still working on resolving remaining internet outages for some customers.

We apologize for the downtime caused by this key equipment failure. Thank you for your continued support. Please visit our Facebook page for outage updates at facebook.com/directcom.eaglemtn

Sincerely,

Brigham Griffin
Marketing Director
info@directcom.com
8017892800

Experience
DIRECTCOM
FIBER OPTIC
BROADBAND



**NO CAPS
NO THROTTLING
NO LIMITS**