



Address: Level 2, Waterside East, 2 Holden Place, Bundall, Queensland 4217, Australia
Postal Address: P.O. Box 8275, Gold Coast M.C., QLD 9726, Australia

FaktorTel Issue Report – Wednesday 1st September 2010:

During the morning to mid afternoon hours of Wednesday 1st September 2010, FaktorTel was made aware of possible call quality issues.

Upon investigation of the issues it was found that there was Packet Loss and Latency being caused off a core Telstra Interconnect link. As a precaution the link has been shut down and Telstra traffic forced to take alternative paths while the link is worked on and restored.

Impact: The impact of this fault was poor quality calling from customers of all Telstra services.

Resolution: The issue was resolved by using our alternate routes for Telstra services.

Final Resolution: The core Telstra Interconnect Link will be repaired and restored after hours. Call quality should be as per normal from 4:30pm Aus EST.

Yours,
Christopher Cowling,
FaktorTel CTO.