

BRIEFING WHOLESALE ETHERNET

Customer Information - eCoPlus Portal problem on 6th June 2011 Briefing Reference 019-11

IMPACT MATRIX		
END USER	CP	SYSTEMS
	●	●

Dots in the sections above are a guide to briefing impact

eCoPlus Portal - Problem affecting service on 6th June 2011.

We made some software changes to our systems over the weekend, and yesterday (Monday 6th June) some of our customers reported that they were experiencing difficulties placing Wholesale Ethernet orders or raising Wholesale Ethernet faults on our eCoPlus Portal.

We've established that the issues were caused by some account data being inadvertently overwritten. This data was rebuilt last night and everything should be back to normal now.

If you are still experiencing difficulty today with order placement or fault-reporting, please contact your BTW account team.

We are sorry for any inconvenience this caused.

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