

NewTelco GmbH, Moenchhofstrasse 24
60326 Frankfurt am Main, Germany

16 June 2021

Incident Report of Internet Outage - 15/16th of June 2021 at Ghostnet, Frankfurt, Germany

Dear valued Customer,

We apologize for all the inconveniences this issue causes for your business and your customers. We are aware about the magnitude of this issue and have escalated this issue to the highest Level of Ghostnet Management. The Incident is linked to this Internet Provider facing a major Network Outage.

Incident Status: Open

Incident Details

On Tuesday 15th of June 2021 15:56 MEST, The Internet connections to Ghostnet in Frankfurt started to flap and get instabil. The issues continued until this morning. After getting stabilised the issues started to occur again later this morning.

This is caused by an major network outage inside the Ghostnet Network and not only limited to a single customer or NewTelco. Ghostnet is busy to investigate and isolate the issue in their Network. They acquired external support to overcome the issue. So far the root cause of this incident has not been detected yet. Investigations are ongoing.

Corrective Actions (Optional)

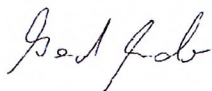
NewTelco is fully aware about the magnitude of this issue and want to support our customers.

In case of IP Transit (BGP connections with Ghostnet) we can help to connect our customers to other ISP via our NCEX Platform.

In case of IP Access (IP provided by Ghostnet), we can help to connect our customers to other ISP with IP Addresses from the ISP Address Pool.

In both cases NewTelco supports with the logistic and with technical design to get our customers as fast as possible up and running again.

Yours Sincerely,



Bernd Mauder
Chief Technical Officer



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