

**Press Release 22<sup>nd</sup> September 2020**

On Friday 11<sup>th</sup>, Tuesday 15<sup>th</sup> and the 21<sup>st</sup> September 2020 Big Web Warehouse experienced significant outages of internet supply from our premises in Harrier Park, Peterborough, disrupting our communications and warehouse management systems.

Our Business Continuity Plan came into force to enable basic operation within the warehouse to give us the ability to handle customer demands. Unfortunately, we are aware that our service levels were affected during these periods.

The reason for the outage was due to damage to some cabling that provides our 1GB fibre optic line (pictured below) at the local exchange. The outages were not due to any equipment hosted at Big Web Warehouse or the cable on the property. On the 11<sup>th</sup> and 15<sup>th</sup> other counties were also affected.



Our concerns for this type of damage have been escalated to our downstream providers and we are waiting for a full report. We have been informed that a temporary fix has been put in place that will provide us with our expected service levels. Planned maintenance will then be instigated to provide a permanent fix that will affect multiple businesses across Peterborough. We have been guaranteed advanced notice of this work so we can accommodate for it as it will mean loss of service for a short period.

We are sorry for any inconvenience caused and are currently reviewing our BCP to cover this should this eventuality occur again.