

ATTACHMENT 2

Newmax, LLC d/b/a Intermax Networks



## Reason for Outage (RFO) Report

### Incident Details

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On January 27, 2021 at approximately 11:40 am (PST), Intermax Networks experienced a power outage at a core service center (TierPoint, Spokane Valley, Washington) that caused an interruption of service for customers for approximately 35 minutes. A new server was being added to the rack, and when it was plugged in a power circuit breaker failed, causing the rack to go dark.

Service was restored by powering down the new server and resetting tripped breakers. After power — and Intermax service — was fully restored at approximately 12:15 pm (PST), technicians continued to monitor the systems until the situation was deemed stable.

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On February 5, 2021 at approximately 2:00 pm (PST), a related incident occurred at the same core service center that caused an interruption of approximately 9 minutes. While working to remove a retired server because of the Jan 27 incident, power was once again lost, causing a brief interruption of service across the entire Intermax network. It was determined that a formerly normal and stable Power Distribution Unit (PDU) had failed completely.

System redundancies picked up the outage and power shifted to working circuits, restoring service by 2:10 pm (PST).

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Between the two incidents, technicians engaged the team at the core service center, and ordered a review of the electric circuits. Though our belief is that we had proper power and backup, we ordered new and larger circuits to be installed.

Because this second outage occurred while removing a server from power and not increasing it, and before the new electrical circuits were able to be installed, technicians determined that the PDU was flawed and unstable and finally failed. On February 8, 2021 at 2:00 am (PST), technicians transferred equipment to a new PDU.

Intermax sincerely apologizes for any inconvenience that this incident has caused. As a method to maximize uptime and further reduce the time it takes to switchover to backup and redundant circuits, our engineers are reviewing all power conditions and working to increase redundancies at that site.