

**To:** zz david.x.smith@GRO  
**Cc:** andy.z.mclean@GRO  
 nick.s.gittens@GRO mark.burley@GRO  
**From:** Bounds Gavin[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=BOUNDSG]  
**Sent:** Wed 3/31/2010 10:18:36 AM (UTC)  
**Subject:** RE: HNG X Data Centre continuity issue

Dave,

We have been speaking with our Belfast team throughout the morning to understand the problem. The issue overnight, as a result of severe weather conditions, centre caused disruption at the data centre. The issue as to why the power issues in Northern Ireland did cause operational disruption has been escalated and is being investigated and treated as high priority within Fujitsu.

I have made Duncan and Roger aware. We are working with the National Grid to get to the root cause – this work I am told may take 2-3 days to complete, due in part to the demands on the National Grid team with thousands of homes impacted.

I have left a voicemail for Nick to call me back so I can brief him on where we are.

We will update you and Andy Mclean as soon as we learn more.

Kind regards,

Gavin

-----Original Message-----

**From:** zz david.x.smith@GRO  
**Sent:** 31 March 2010 08:30  
**To:** Bounds Gavin  
**Cc:** nick.s.gittens@GRO mark.burley@GRO andy.z.mclean@GRO  
**Subject:** HNG X Data Centre continuity issue

Gavin,  
 We need an urgent explanation of what happened last night in Belfast. We've paid for a design which says that we shouldn't have experienced a power surge and yet according to the reports I've had this is exactly what happened. With confidence already low this is the last thing we needed even if the impact in branch is not as severe as we first thought. You may want to consider what calls yourself and Duncan need to place to the most senior leaders in POL,  
 regards,  
 Dave

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