

Message

**From:** Antonio Jamasb  
on behalf of Antonio Jamasb  
**Sent:** 09/07/2012 17:23:30  
**To:** Dave Hulbert  
**Subject:** Re: Horizon - whole network service outage

**GRO**

In what respect? We only did a heads up text to likes of u n steve. By the time we were to send a service outage text service was restored, which was why we sent an interim status report instead.

Regards Tony.

Live Service and Continuity Manager

This has been sent via mobile, so please accept my apologies if the response seems rushed.

Tel **GRO**  
antonio.jamasb **GRO**

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**From:** Dave Hulbert  
**Sent:** Monday, July 09, 2012 07:01 PM  
**To:** Antonio Jamasb  
**Subject:** Fw: Horizon - whole network service outage

Tony

What did happen?

Thanks  
Dave  
**GRO**  
Service Management,  
Post Office Ltd

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**From:** Alana Renner  
**Sent:** Monday, July 09, 2012 06:27 PM  
**To:** Dave Hulbert  
**Subject:** RE: Horizon - whole network service outage

Dave. I have just seen this email as I haven't really been at my desk or blackberry. It doesn't look like the text alert system was operating either. Did someone come through to the Comms team to let us know? Thanks

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**From:** Dave Hulbert  
**Sent:** 09 July 2012 13:33  
**To:** Alana Renner; Alwen Lyons; Chris M Day; Kevin Gilliland; Lesley J Sewell; Martin Moran; Nicholas Kennett; Paula Vennells; Pauline Holroyd; Susan Crichton  
**Cc:** Duty Manager; Steve Beddoe; Andy Garner; Andy Holt; Andy J Jones; Chris Furmanski; Chris Taylor; Neil Lecky-Thompson; Simon Baker; Steve Allchorn; Steve Rogers  
**Subject:** RE: Horizon - whole network service outage

All

The service was fully restored at 13:15.

We're still validating the details but we understand currently is that at:

12:29 – 12:35 All branches impacted, no Horizon services working

12:35 – 12:40 All branches impacted, no Banking services but all other Horizon services available again

12:41 – 13:15 Intermittent issues affecting some branches, high number of banking transaction failures

The cause is still being properly determined and therefore may change once it's been fully investigated but this looks like a hardware failure.

Regards,

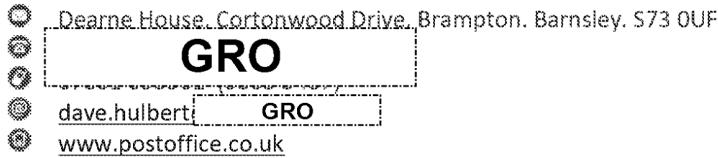
*Dave*

Dave Hulbert

**IT & Change**

Senior Service Manager

Service Management



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**From:** Dave Hulbert  
**Sent:** 09 July 2012 13:03  
**To:** Alana Renner; Alwen Lyons; Chris M Day; Kevin Gilliland; Lesley J Sewell; Martin Moran; Nicholas Kennett; Paula Vennells; Pauline Holroyd; Susan Crichton  
**Cc:** Duty Manager; Steve Beddoe; Andy Garner  
**Subject:** Horizon - whole network service outage  
**Importance:** High

All

As at 12:30 today we were notified that all branches across the whole network were unable to perform any services through Horizon.

At around 12:55 the service appears to be back. I will send out another note shortly to confirm this or update you as appropriate. I have no information on root cause at this moment but we'll work with Fujitsu to provide clarity, as soon as we've confirmed the service is restored.

Regards,  
**Dave**

Dave Hulbert  
**IT & Change**  
Senior Service Manager  
Service Management

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