

**From:** "Mochrie, Paul" <Paul.Mochrie@vancouver.ca>  
**To:** "Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>  
**Date:** 9/26/2016 11:42:13 AM  
**Subject:** CoV internet access - outage

Greetings Mayor and Councillors,

I am writing to confirm that connectivity between the City's network and the internet has been disrupted due to a problem with the network firewall. The outage is also impacting public access to the vancouver.ca website.

Our IT team is presently working to diagnose and remediate the failure. At this point, we do not have an estimated time to resolution, but I will keep you apprised as we know more.

Please let me know if you have any immediate questions.

Best,  
Paul

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