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To: ["Direct to Mayor and Council - DL"](#)
Date: 12/11/2024 4:18:04 PM
Subject: Network Outages Due to Fibre Cut

Dear Mayor and Council,

This is to let you know that an accidental construction-related fiber cut near Heatley and Hastings is currently causing network outages at many City locations. Staff who are working from home via VPN should be unaffected, and wifi continues to work at some locations

A City team is investigating, but no estimated time to recovery is yet known.

The following is a list of locations known to be affected, but others may be too:

- RayCam
- Manitoba Yards
- Hastings CC
- Carnegie CC
- Jericho Service Yard
- Firehall 14
- Firehall 2
- Hastings VPL branch
- NCS (Strathcona) VPL branch
- Tamura House
- 1105 Seymour
- 814 Richards
- QE Theatre

This is just for your information.

Thanks,

Karen

Karen Levitt, Deputy City Manager (she/her)
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The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm/Musqueam, Skwxwú7mesh/Squamish and səliłwətaʔ/Tsleil-Waututh nations