

Rosche, Kimberly CITZ:EX

From: Stanford, Susan CITZ:EX
Sent: August 15, 2019 8:01 PM
To: Bains, Harpreet CITZ:EX
Subject: FW: Valemount Service Issue

fyi

Susan

Susan Stanford MBA MAL
ADM Information Communication Technologies (ICT) Division
Ministry of Citizens' Services
Victoria, BC | T 250.580.7459

From: Kyle Marsh
Date: Thursday, August 15, 2019 at 3:31 PM
To: Shannon Russell , Susan Stanford
Cc: "Rosche, Kimberly CITZ:EX"
Subject: Valemount Service Issue

Hi Shannon and Susan,

I wanted to make you aware of a small service outage in the Valemount area. A piece of equipment failed on a tower in the area this morning, causing a loss of service. A technician was dispatched, and partial service has been restored. It is expected that full service will be restored within the next hour.

These are fairly typical instances that occur in the course of managing a large network across challenging territory. I would not normally bother you with a routine update like this. However, MLA Bond had been in touch requesting information as she had heard from some constituents about the service issues. I wanted to make sure I made you aware before passing along the same information to her.

Please let me know if there is anything additional I can provide you with. Thanks to you both.

Kyle Marsh
Director, B.C. Government Affairs
510 W Georgia Street, Vancouver, BC V6B 0M3
kyle.marsh@telus.com
Direct: 604 693 9184
Mobile: 604 314 7960



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Rosche, Kimberly CITZ:EX

From: Stanford, Susan CITZ:EX
Sent: August 16, 2019 12:16 PM
To: Kot, Jill CITZ:EX
Subject: Fwd: telus.net email issue

FYI

Only approx 85% restored.

Sent from my iPhone

Begin forwarded message:

From: Kyle Marsh <Kyle.Marsh@telus.com>
Date: August 16, 2019 at 12:10:56 PM PDT
To: "Russell, Shannon CITZ:EX" <Shannon.Russell@gov.bc.ca>, "Stanford, Susan CITZ:EX" <Susan.Stanford@gov.bc.ca>
Cc: "Rosche, Kimberly CITZ:EX" <Kimberly.Rosche@gov.bc.ca>
Subject: RE: telus.net email issue

Good morning,

I wanted to provide an update on the current status of access to telus.net email accounts for our clients and customers.

TELUS technicians worked through the night with various vendors and were able to restore access to 85% of telus.net accounts by this morning. Access to a majority of the remaining affected accounts require support from a vendor, and we are hoping full access will be restored to all telus.net accounts soon.

A second outgoing call was placed to affected customers this morning apologizing for the inconvenience, providing an update on the efforts to restore service, and providing instructions on how to access further detail regarding the issue and repair efforts if desired.

As mentioned previously, a plan for engagement with affected customers will be decided upon once a full resolution is achieved, and the scope of impact to affected customers can be fully assessed.

Please let me know if there were any questions or requests for additional information. I will continue to provide you with updates, including notification of when full service has been restored.

Thank you.

Kyle Marsh

kyle.marsh@telus.com

Direct: 604 693 9184

Mobile: 604 314 7960

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From: Kyle Marsh
Sent: August 15, 2019 06:50 PM
To: 'Russell, Shannon CITZ:EX' <Shannon.Russell@gov.bc.ca>; 'Stanford, Susan CITZ:EX' <Susan.Stanford@gov.bc.ca>
Cc: Rosche, Kimberly CITZ:EX <Kimberly.Rosche@gov.bc.ca>
Subject: telus.net email issue
Shannon and Susan,

I wanted to make you aware of a service issue we are currently experiencing. We have been made aware of a technical software issue that has created problems for our customers accessing their telus.net addresses. This is affecting customers attempting to access their email through both webmail and an email client (a third party email host such as smartphone email applications).

Details on the issue have been made available to customers via the [TELUS Outage Site](#), through our customer service portals (phone centres, webchat) and a proactive IVR phone message sent to all telus.net customers. Our final response to impacted customers will be determined once the issue is resolved and the extent of the impact to our customers is known, so our response is commensurate. The software issue is believed to be resolved, and our team are now in the process of doing a sequential restart of the servers. This will not impact TELUS services outside of telus.net email. While we hope that the issue has been resolved, and that email services will be available again shortly, there is currently no known estimated time for a resolution to this issue.

I will continue to provide updates as the situation progresses, but please do not hesitate to let me know if I can provide further information on this issue.

Thank you.

Kyle Marsh

Director, B.C. Government Affairs

510 W Georgia Street, Vancouver, BC V6B 0M3

kyle.marsh@telus.com

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Mobile: 604 314 7960



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Rosche, Kimberly CITZ:EX

From: Fuccenecco, Maria CITZ:EX
Sent: August 21, 2019 10:02 AM
To: CITZ ICT NETWORK BC
Cc: Stanford, Susan CITZ:EX; Emerson, Kim GCPE:EX; Ingram, Ben GCPE:EX
Subject: CTV News: TELUS email outage a 'catastrophic failure' say experts

Fyi. Contains testimonials of how TELUS email outage has impacted customers.

<https://bc.ctvnews.ca/telus-email-outage-a-catastrophic-failure-experts-1.4556722>

Telus email outage a 'catastrophic failure': experts

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Penny Daflos, Reporter, CTV Vancouver
[@PennyDaflos](#)

Published Monday, August 19, 2019 7:06PM PDT

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Rosche, Kimberly CITZ:EX

From: Stanford, Susan CITZ:EX
Sent: August 21, 2019 9:03 AM
To: Rolston, Michael CITZ:EX; Hobbs, Ian CITZ:EX; Randell, Howard CITZ:EX
Subject: FW: telus.net email issue

fyi

Susan

Susan Stanford MBA MAL
ADM Information Communication Technologies (ICT) Division
Ministry of Citizens' Services
Victoria, BC | T 250.580.7459

From: Kyle Marsh
Date: Tuesday, August 20, 2019 at 5:43 PM
To: Shannon Russell , Susan Stanford
Cc: "Rosche, Kimberly CITZ:EX"
Subject: RE: telus.net email issue

Good evening,

Please see below for the latest update on issues with our [TELUS.net](#) email services:

- All affected mailboxes have now been transferred over to new servers, meaning all customers have access to their email services. Unfortunately, some remain limited to webmail service meaning they are unable to access email stored from before the incident.
- A sixth PSA was posted and shared with media on Aug 19. It explained we are offering immediate bill credits to customers affected and would be reaching out to all those customers within 48 hours. It also expressed our regret for the disruption in service and our continued efforts to resolve all issues.
- Testing is being done internally with TELUS employees to ensure any resolution protects the security of customers' data.
- Teams continue to work around the clock on a resolution, and additional resources are being added from both TELUS and our vendor responsible for these systems.

Please let me know if you had any questions or I can provide any additional information.

Thank you.

Kyle Marsh
kyle.marsh@telus.com
Direct: 604 693 9184
Mobile: 604 314 7960

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From: Kyle Marsh
Sent: August 19, 2019 10:46 AM
To: Russell, Shannon CITZ:EX ; Stanford, Susan CITZ:EX
Cc: Rosche, Kimberly CITZ:EX
Subject: RE: telus.net email issue

Good morning,

Please see below for the latest update on issues with our TELUS.net email services:

- The mailboxes for those customers still effected by service outages have now been transferred over to the newly constructed servers.
 - These customers are restricted to accessing email through webmail utilizing a web browser. They are unable to use a third-party email application. This is to protect customer data, as stored emails and contacts could be lost if access via third-party applications is enabled too soon.
 - While these customers can send and receive emails, they are currently unable to access emails stored from before the incident began.
 - To ensure the security of our customer's data, access will be restricted to webmail until the safety of that data can be guaranteed.
 - An email and SMS campaign is underway to communicate this information to affected customers.
- A fifth PSA was released yesterday, containing further details on the source of the issue. This included:
 - The email disruption was caused during a hardware repair procedure in the early morning hours of August 15. Our vendor, DelleMC, was repairing failed equipment and a flawed repair procedure took the TELUS.net email system offline.
 - On August 16, we successfully reinstated access to most customer email inboxes, but later experienced some performance issues as customers re-engaged with the platform.
- An email was sent on Aug. 18 apologizing to roughly 165,000 customers who experienced issues but have had full service restored.
- Teams from TELUS and our third-party vendors continue to work around the clock to bring a resolution to this issue. However, a targeted time for full resolution is still unknown.

Please let me know if you had any questions or I can provide any additional information.

Thank you.

Kyle Marsh
kyle.marsh@telus.com
Direct: 604 693 9184
Mobile: 604 314 7960

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From: Kyle Marsh
Sent: August 18, 2019 09:50 AM
To: Russell, Shannon CITZ:EX <Shannon.Russell@gov.bc.ca>; Stanford, Susan CITZ:EX <Susan.Stanford@gov.bc.ca>

Cc: Rosche, Kimberly CITZ:EX <Kimberly.Rosche@gov.bc.ca>

Subject: Re: telus.net email issue

Good morning,

Please see below for the latest update on issues with our TELUS.net email services:

- we have now restored service to 72 of 83 servers supporting Telus.net email services
- work continues to restore service to the remaining 11 servers
- 8 additional servers have been constructed as a contingency plan, and a strategy is being put in place to migrate customers still affected to the new servers if necessary
- yesterday, a PSA was issued from our Chief Customer Officer explaining the challenges in restoring service and apologizing to our customers still affected
- a SMS message was also sent to customers affected who have provided wireless contact information. The message provided an update and apologized for the ongoing disruption
- a plan to compensate affected customers is being put in place, and will be finalized once the situation is resolved and the total impact to our customers is known

Please let me know if you had any questions or I can provide any additional information.

Thank you.

Kyle Marsh

On Aug 17, 2019, at 10:14 AM, Kyle Marsh <Kyle.Marsh@telus.com> wrote:

Good morning,

Please see below for the latest update on issues with our TELUS.net email services.

- an additional server has been brought online, and access to email has been restored to more than 90 percent of clients
- we have two teams working to repair services. One team is dedicated to bringing the remaining servers online while the second team is ensuring the stability of service to those who have had access restored.
- another IVR call was placed to impacted customers yesterday evening updating them on progress.
- additional communications plans are being considered, including a potential SMS/text outreach to customers with wireless services.
- as we are prioritizing the stability of existing services while we complete repairs, estimating a time for when repairs will be complete is not possible at this time.

Please let me know if you had any questions or if I can provide any additional information.

Thank you.

Kyle Marsh

On Aug 16, 2019, at 12:10 PM, Kyle Marsh <Kyle.Marsh@telus.com> wrote:

Good morning,

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TELUS technicians worked through the night with various vendors and were able to restore access to 85% of telus.net accounts by this morning. Access to a majority of the remaining affected accounts require support from a vendor, and we are hoping full access will be restored to all telus.net accounts soon.

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Please let me know if there were any questions or requests for additional information. I will continue to provide you with updates, including notification of when full service has been restored.

Thank you.

Kyle Marsh

kyle.marsh@telus.com

Direct: 604 693 9184

Mobile: 604 314 7960

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From: Kyle Marsh

Sent: August 15, 2019 06:50 PM

To: 'Russell, Shannon CITZ:EX' <Shannon.Russell@gov.bc.ca>; 'Stanford, Susan CITZ:EX' <Susan.Stanford@gov.bc.ca>

Cc: Rosche, Kimberly CITZ:EX <Kimberly.Rosche@gov.bc.ca>

Subject: telus.net email issue

Shannon and Susan,

I wanted to make you aware of a service issue we are currently experiencing. We have been made aware of a technical software issue that has created problems for our customers accessing their telus.net addresses. This is affecting customers attempting to access their email through both webmail and an email client (a third party email host such as smartphone email applications).

Details on the issue have been made available to customers via the [TELUS Outage Site](#), through our customer service portals (phone centres, webchat) and a proactive IVR phone message sent to all [telus.net](#) customers. Our final response to impacted customers will be determined once the issue is resolved and the extent of the impact to our customers is known, so our response is commensurate.

The software issue is believed to be resolved, and our team are now in the process of doing a sequential restart of the servers. This will not impact TELUS services outside of [telus.net](#) email. While we hope that the issue has been resolved, and that email services will be available again shortly, there is currently no known estimated time for a resolution to this issue.

I will continue to provide updates as the situation progresses, but please do not hesitate to let me know if I can provide further information on this issue.

Thank you.

Kyle Marsh

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kyle.marsh@telus.com
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Mobile: 604 314 7960

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From: Fucceneco, Maria CITZ:EX
Sent: August 21, 2019 10:08 AM
To: CITZ ICT NETWORK BC
Cc: Stanford, Susan CITZ:EX
Subject: Fyi - Interesting View on TELUS' Storage and System Design Woes

Fyi.

https://www.theregister.co.uk/2019/08/19/isp_telus_email_outage/

Canadian ISP Telus launches novel solution to deal with excess email: Crash your servers and wipe it all

Dell-EMC storage blunder leaves Canucks fuming for four days

By Kieren McCarthy in San Francisco 19 Aug 2019 at 21:19

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Rosche, Kimberly CITZ:EX

From: Stanford, Susan CITZ:EX
Sent: August 25, 2019 10:27 AM
To: Rolston, Michael CITZ:EX
Subject: FW: Landline service outage in Surrey

fyi

From: Kyle Marsh
Sent: August 24, 2019 5:10 PM
To: Russell, Shannon CITZ:EX ; Stanford, Susan CITZ:EX
Cc: Rosche, Kimberly CITZ:EX
Subject: Re: Landline service outage in Surrey

I am happy to be able to convey that all service has now been restored to customers in the area. There were delays related to the age of and technology related to one of the cables involved in the incident, but work undertaken around the clock by TELUS employees and contractors have resulted in a resolution of the issue.

Please let me know if you had any questions or if I can provide any additional information.

Thank you.

Kyle Marsh

On Aug 23, 2019, at 2:02 PM, Kyle Marsh <Kyle.Marsh@telus.com> wrote:

Yes. Thankfully. Now we just need to get the email issue resolved. Fingers crossed.

Kyle Marsh
kyle.marsh@telus.com
Direct: 604 693 9184
Mobile: 604 314 7960

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From: Russell, Shannon CITZ:EX [<mailto:Shannon.Russell@gov.bc.ca>]
Sent: August 23, 2019 02:01 PM
To: Kyle Marsh <Kyle.Marsh@telus.com>; Stanford, Susan CITZ:EX <Susan.Stanford@gov.bc.ca>
Cc: Rosche, Kimberly CITZ:EX <Kimberly.Rosche@gov.bc.ca>
Subject: RE: Landline service outage in Surrey

A long haul, but it sounds like you're almost there. Thanks Kyle.

Shannon

Shannon Russell
Senior Ministerial Assistant to Jinny Sims
Minister of Citizens' Services
Shannon.Russell@gov.bc.ca | 250-387-9699

From: Kyle Marsh <Kyle.Marsh@telus.com>
Sent: August 23, 2019 1:53 PM
To: Russell, Shannon CITZ:EX <Shannon.Russell@gov.bc.ca>; Stanford, Susan CITZ:EX <Susan.Stanford@gov.bc.ca>
Cc: Rosche, Kimberly CITZ:EX <Kimberly.Rosche@gov.bc.ca>
Subject: RE: Landline service outage in Surrey

Good afternoon,

Please see below for an update on the partial outage of landline phone services in Whalley, Surrey:

- Work continues splicing the remaining damaged cable, which is now 75% complete.
- The unique nature of this piece of equipment has resulted in a slower than average recovery, as limited quantities are stored (resulting in it having to be shipped from Calgary) and requiring longer to splice the cable into the network.
- 476 customers remain without landline phone services while this work is completed.
- A message is being played to customers calling our service line from the community. It explains the situation and directs customers to our Outage page for additional information.
- The current ETR is midnight tonight.

Please let me know if you had any questions or if I can provide any additional information.

Thank you.

Kyle Marsh
kyle.marsh@telus.com
Direct: 604 693 9184
Mobile: 604 314 7960

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From: Kyle Marsh
Sent: August 22, 2019 10:30 AM
To: 'Russell, Shannon CITZ:EX' <Shannon.Russell@gov.bc.ca>; 'Stanford, Susan CITZ:EX' <Susan.Stanford@gov.bc.ca>
Cc: 'Rosche, Kimberly CITZ:EX' <Kimberly.Rosche@gov.bc.ca>
Subject: RE: Landline service outage in Surrey

Good morning,

Please see below for an update on the partial outage of landline phone services in Whalley, Surrey:

- 3 of the 4 damaged cables have been replaced or repaired, restoring service to 467 customers.

- The fourth cable was a specific type and needed to be brought in from storage in Calgary. It arrived onsite at 1:00 am on Aug. 22. Repairs began immediately, however 476 customers whose services depend on that cable remain out of service.
- Repairs are ongoing on the fourth cable, although no estimated time of repair (ETR) is known at this time.
- I have reattached the map of the service outage area for your reference.

Please let me know if you had any questions or if I can provide any additional information.

Thank you.

Kyle Marsh
kyle.marsh@telus.com
 Direct: 604 693 9184
 Mobile: 604 314 7960

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From: Kyle Marsh
Sent: August 21, 2019 01:19 PM
To: 'Russell, Shannon CITZ:EX' <Shannon.Russell@gov.bc.ca>; 'Stanford, Susan CITZ:EX' <Susan.Stanford@gov.bc.ca>
Cc: 'Rosche, Kimberly CITZ:EX' <Kimberly.Rosche@gov.bc.ca>; 'ravi.parmar@gov.bc.ca' <ravi.parmar@gov.bc.ca>
Subject: Landline service outage in Surrey

Shannon and Susan,

TELUS has experienced an outage of landline phone services in the Whalley area of Surrey. The details are as follows:

- A private firm unrelated to TELUS was drilling samples in the area and struck multiple TELUS cables with their equipment.
- As a result roughly 909 consumer wireline customers have experienced an outage in their landline services. Business customers, internet and television all remain unaffected.
- The outage is located around the immediate vicinity of 104 Ave and 128 St in Surrey (see attached).
- 3 of the damaged cables are currently under repair, with an estimated time of repair (ETR) of 6:00 pm
- 1 of the damaged cables must be brought in from an equipment depot further away. It should be placed by 3:00 am, although no ETR is currently know.
- Customers from the area calling into service lines will receive a message providing details on the outage, but may also speak with a representative if they wish.
- Details on the incident are also available on our [Outage page](#).

I will communicate this information to the local MLAs office. Please let me know if you had any questions or if I can provide any additional information.

Thank you.

Kyle Marsh

Director, B.C. Government Affairs
510 W Georgia Street, Vancouver, BC V6B 0M3

kyle.marsh@telus.com

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Rosche, Kimberly CITZ:EX

From: Russell, Shannon CITZ:EX
Sent: August 26, 2019 8:37 AM
To: 'Kyle Marsh'; Stanford, Susan CITZ:EX
Cc: Rosche, Kimberly CITZ:EX
Subject: RE: Landline service outage in Surrey

Excellent, thanks Kyle.

Shannon Russell
Senior Ministerial Assistant to Jinny Sims
Minister of Citizens' Services
Shannon.Russell@gov.bc.ca | 250-387-9699

From: Kyle Marsh
Sent: August 24, 2019 5:10 PM
To: Russell, Shannon CITZ:EX ; Stanford, Susan CITZ:EX
Cc: Rosche, Kimberly CITZ:EX
Subject: Re: Landline service outage in Surrey

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Please let me know if you had any questions or if I can provide any additional information.

Thank you.

Kyle Marsh

On Aug 23, 2019, at 2:02 PM, Kyle Marsh <Kyle.Marsh@telus.com> wrote:

Yes. Thankfully. Now we just need to get the email issue resolved. Fingers crossed.

Kyle Marsh
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Subject: RE: Landline service outage in Surrey

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Cc: 'Rosche, Kimberly CITZ:EX' <Kimberly.Rosche@gov.bc.ca>; 'ravi.parmar@gov.bc.ca' <ravi.parmar@gov.bc.ca>
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Rosche, Kimberly CITZ:EX

From: Emerson, Kim GCPE:EX
Sent: August 26, 2019 11:26 AM
To: CITZ Executive Members; Fuccenecco, Maria CITZ:EX
Subject: FW: CKNW: Telus email outage ■

May be of interest.

From: tno@gov.bc.ca
Sent: August 26, 2019 11:22 AM
Subject: CKNW: Telus email outage 📎

CKNW (Vancouver)

26-Aug-2019 11:00

Quoted: Gord Macdonald

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TNO...

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Rosche, Kimberly CITZ:EX

From: Russell, Shannon CITZ:EX
Sent: August 30, 2019 10:08 PM
To: Kyle Marsh
Cc: Stanford, Susan CITZ:EX; Rosche, Kimberly CITZ:EX
Subject: Re: telus.net email issue

Thanks for the update Kyle.

Shannon

On Aug 30, 2019, at 4:59 PM, Kyle Marsh <Kyle.Marsh@telus.com> wrote:

Good afternoon,

I wanted to provide a quick update on our ongoing issue with [telus.net](https://www.telus.net) email addresses in advance of the Labour Day weekend. Our teams will continue to work around the clock over the weekend working to repair this issue.

- Work continues on recovering customer's mailboxes. This follows a three-step process to ensure the protection of the customer's existing data and messages.
 - Repairing the file system and database structure;
 - loading the data and validating all messages are intact; and
 - completing the migration of the customer's email to IMAP enabling the use of third-party email applications.
- An overnight change is in preparation to perform a full backup and virtual machine clone of all 11 re-homed servers. This is intended to provide a secure backup of all customer data in advance of returning them to full IMAP enabled service.
 - There will be a short time during this backup when customers will be unable to access their mailboxes.
- Those customers affected who have not had their mailboxes fully restored continue to have access to their email through webmail, where they can send and receive messages but cannot access messages stored from before Aug. 15.
- Overall, we are still unable to estimate when full service will be restored to all customers.

Please let me know if you had any questions or I can provide any additional information.

Thank you.

Kyle Marsh

kyle.marsh@telus.com

Direct: 604 693 9184

Mobile: 604 314 7960

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From: Kyle Marsh
Sent: August 27, 2019 03:59 PM
To: 'Russell, Shannon CITZ:EX' <Shannon.Russell@gov.bc.ca>; 'Stanford, Susan CITZ:EX' <Susan.Stanford@gov.bc.ca>
Cc: 'Rosche, Kimberly CITZ:EX' <Kimberly.Rosche@gov.bc.ca>
Subject: RE: [telus.net](https://www.telus.net) email issue

Good afternoon,

Please see below for the latest update on issues with our [TELUS.net](#) email services. I have refrained from sending updates on days where there is little to provide with regards to an update. I will, of course, send an update when the issue is fully resolved, which we hope is soon.

- 10 servers are online to process mailbox recovery. Migrations have been halted on one server while teams investigate a meta data issue
- Work continues on recovering customer's mailboxes. This follows a three-step process to ensure the protection of customer's existing data and messages.
 - Repairing the file system and database structure;
 - loading the data and validating all messages are intact; and
 - completing the migration of the customer's email to IMAP enabling the use of third-party email applications.
- Those customers affected who have not had their mailboxes fully restored continue to have access to their email through webmail, where they can send and receive messages but cannot access messages stored from before Aug. 15.

Please let me know if you had any questions or I can provide any additional information.

Thank you.

Kyle Marsh

kyle.marsh@telus.com

Direct: 604 693 9184

Mobile: 604 314 7960

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From: Kyle Marsh

Sent: August 23, 2019 04:43 PM

To: 'Russell, Shannon CITZ:EX' <Shannon.Russell@gov.bc.ca>; 'Stanford, Susan CITZ:EX' <Susan.Stanford@gov.bc.ca>

Cc: 'Rosche, Kimberly CITZ:EX' <Kimberly.Rosche@gov.bc.ca>

Subject: RE: [telus.net](#) email issue

Good afternoon,

Work is ongoing with regards to this outage, including the construction of new servers to ensure stable and redundant systems as well as the recovery of affected email accounts. While progress is being made, there are no significant updates today to the status of the situation with regards to the impact to our customers. I hope to have good news on a fulsome resolution soon.

Thank you.

Kyle Marsh

kyle.marsh@telus.com

Direct: 604 693 9184

Mobile: 604 314 7960

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From: Kyle Marsh

Sent: August 22, 2019 04:13 PM

To: 'Russell, Shannon CITZ:EX' <Shannon.Russell@gov.bc.ca>; 'Stanford, Susan CITZ:EX' <Susan.Stanford@gov.bc.ca>

Cc: 'Rosche, Kimberly CITZ:EX' <Kimberly.Rosche@gov.bc.ca>

Subject: RE: [telus.net](#) email issue

Good afternoon,

Please see below for the latest update on issues with our [TELUS.net](#) email services:

- Work continues to recover all customer mailboxes. While over 90% of customers have full access to their email, roughly 10% are still only able to access their email through webmail and do not have access to emails from before Aug. 15.
- Approximately 36,000 customer email addresses were recovered today.
- Proactive outreach has occurred to all impacted customers making them aware of the offer for a bill credit.
- Work will continue around the clock until a full resolution has been reached, although an ETR is still not known at this time.

Please let me know if you had any questions or I can provide any additional information.

Thank you.

Kyle Marsh

kyle.marsh@telus.com

Direct: 604 693 9184

Mobile: 604 314 7960

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From: Kyle Marsh

Sent: August 21, 2019 04:13 PM

To: 'Russell, Shannon CITZ:EX' <Shannon.Russell@gov.bc.ca>; 'Stanford, Susan CITZ:EX' <Susan.Stanford@gov.bc.ca>

Cc: 'Rosche, Kimberly CITZ:EX' <Kimberly.Rosche@gov.bc.ca>

Subject: RE: [telus.net](#) email issue

Good afternoon,

While work is ongoing with regards to this outage, I wanted to let you know that there were no significant updates today to the status of the situation. I hope to have good news on a fulsome resolution soon.

Thank you.

Kyle Marsh

kyle.marsh@telus.com

Direct: 604 693 9184

Mobile: 604 314 7960

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From: Kyle Marsh

Sent: August 20, 2019 05:44 PM

To: 'Russell, Shannon CITZ:EX' <Shannon.Russell@gov.bc.ca>; 'Stanford, Susan CITZ:EX' <Susan.Stanford@gov.bc.ca>

Cc: 'Rosche, Kimberly CITZ:EX' <Kimberly.Rosche@gov.bc.ca>

Subject: RE: [telus.net](#) email issue

Good evening,

Please see below for the latest update on issues with our [TELUS.net](#) email services:

- All affected mailboxes have now been transferred over to new servers, meaning all customers have access to their email services. Unfortunately, some remain limited to webmail service meaning they are unable to access email stored from before the incident.
- A sixth PSA was posted and shared with media on Aug 19. It explained we are offering immediate bill credits to customers affected and would be reaching out to all those customers within 48 hours. It also expressed our regret for the disruption in service and our continued efforts to resolve all issues.

- Testing is being done internally with TELUS employees to ensure any resolution protects the security of customers' data.
- Teams continue to work around the clock on a resolution, and additional resources are being added from both TELUS and our vendor responsible for these systems.

Please let me know if you had any questions or I can provide any additional information.

Thank you.

Kyle Marsh

kyle.marsh@telus.com

Direct: 604 693 9184

Mobile: 604 314 7960

This email, including any attachments, is for the sole use of the intended recipient and may contain confidential information. If you are not the intended recipient, please notify us immediately and destroy this email and any copies.

From: Kyle Marsh

Sent: August 19, 2019 10:46 AM

To: Russell, Shannon CITZ:EX <Shannon.Russell@gov.bc.ca>; Stanford, Susan CITZ:EX <Susan.Stanford@gov.bc.ca>

Cc: Rosche, Kimberly CITZ:EX <Kimberly.Rosche@gov.bc.ca>

Subject: RE: [telus.net](https://www.telus.net) email issue

Good morning,

Please see below for the latest update on issues with our [TELUS.net](https://www.telus.net) email services:

- The mailboxes for those customers still effected by service outages have now been transferred over to the newly constructed servers.
 - These customers are restricted to accessing email through webmail utilizing a web browser. They are unable to use a third-party email application. This is to protect customer data, as stored emails and contacts could be lost if access via third-party applications is enabled too soon.
 - While these customers can send and receive emails, they are currently unable to access emails stored from before the incident began.
 - To ensure the security of our customer's data, access will be restricted to webmail until the safety of that data can be guaranteed.
 - An email and SMS campaign is underway to communicate this information to affected customers.
- A fifth PSA was released yesterday, containing further details on the source of the issue. This included:
 - The email disruption was caused during a hardware repair procedure in the early morning hours of August 15. Our vendor, DelleMC, was repairing failed equipment and a flawed repair procedure took the [TELUS.net](https://www.telus.net) email system offline.
 - On August 16, we successfully reinstated access to most customer email inboxes, but later experienced some performance issues as customers re-engaged with the platform.
- An email was sent on Aug. 18 apologizing to roughly 165,000 customers who experienced issues but have had full service restored.
- Teams from TELUS and our third-party vendors continue to work around the clock to bring a resolution to this issue. However, a targeted time for full resolution is still unknown.

Please let me know if you had any questions or I can provide any additional information.

Thank you.

Kyle Marsh

kyle.marsh@telus.com

Direct: 604 693 9184

Mobile: 604 314 7960

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From: Kyle Marsh

Sent: August 18, 2019 09:50 AM

To: Russell, Shannon CITZ:EX <Shannon.Russell@gov.bc.ca>; Stanford, Susan CITZ:EX <Susan.Stanford@gov.bc.ca>

Cc: Rosche, Kimberly CITZ:EX <Kimberly.Rosche@gov.bc.ca>

Subject: Re: [telus.net](https://www.telus.net) email issue

Good morning,

Please see below for the latest update on issues with our [TELUS.net](https://www.telus.net) email services:

- we have now restored service to 72 of 83 servers supporting [Telus.net](https://www.telus.net) email services
- work continues to restore service to the remaining 11 servers
- 8 additional servers have been constructed as a contingency plan, and a strategy is being put in place to migrate customers still affected to the new servers if necessary
- yesterday, a PSA was issued from our Chief Customer Officer explaining the challenges in restoring service and apologizing to our customers still affected
- a SMS message was also sent to customers affected who have provided wireless contact information. The message provided an update and apologized for the ongoing disruption
- a plan to compensate affected customers is being put in place, and will be finalized once the situation is resolved and the total impact to our customers is known

Please let me know if you had any questions or I can provide any additional information.

Thank you.

Kyle Marsh

On Aug 17, 2019, at 10:14 AM, Kyle Marsh <Kyle.Marsh@telus.com> wrote:

Good morning,

Please see below for the latest update on issues with our [TELUS.net](https://www.telus.net) email services.

- an additional server has been brought online, and access to email has been restored to more than 90 percent of clients
- we have two teams working to repair services. One team is dedicated to bringing the remaining servers online while the second team is ensuring the stability of service to those who have had access restored.
- another IVR call was placed to impacted customers yesterday evening updating them on progress.
- additional communications plans are being considered, including a potential SMS/text outreach to customers with wireless services.
- as we are prioritizing the stability of existing services while we complete repairs, estimating a time for when repairs will be complete is not possible at this time.

Please let me know if you had any questions or if I can provide any additional information.

Thank you.

Kyle Marsh

On Aug 16, 2019, at 12:10 PM, Kyle Marsh <Kyle.Marsh@telus.com> wrote:

Good morning,

I wanted to provide an update on the current status of access to [telus.net](https://www.telus.net) email accounts for our clients and customers.

TELUS technicians worked through the night with various vendors and were able to restore access to 85% of [telus.net](https://www.telus.net) accounts by this

morning. Access to a majority of the remaining affected accounts require support from a vendor, and we are hoping full access will be restored to all telus.net accounts soon.

A second outgoing call was placed to affected customers this morning apologizing for the inconvenience, providing an update on the efforts to restore service, and providing instructions on how to access further detail regarding the issue and repair efforts if desired.

As mentioned previously, a plan for engagement with affected customers will be decided upon once a full resolution is achieved, and the scope of impact to affected customers can be fully assessed.

Please let me know if there were any questions or requests for additional information. I will continue to provide you with updates, including notification of when full service has been restored.

Thank you.

Kyle Marsh

kyle.marsh@telus.com

Direct: 604 693 9184

Mobile: 604 314 7960

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From: Kyle Marsh

Sent: August 15, 2019 06:50 PM

To: 'Russell, Shannon CITZ:EX' <Shannon.Russell@gov.bc.ca>; 'Stanford, Susan CITZ:EX' <Susan.Stanford@gov.bc.ca>

Cc: Rosche, Kimberly CITZ:EX <Kimberly.Rosche@gov.bc.ca>

Subject: telus.net email issue

Shannon and Susan,

I wanted to make you aware of a service issue we are currently experiencing. We have been made aware of a technical software issue that has created problems for our customers accessing their telus.net addresses. This is affecting customers attempting to access their email through both webmail and an email client (a third party email host such as smartphone email applications).

Details on the issue have been made available to customers via the [TELUS Outage Site](#), through our customer service portals (phone centres, webchat) and a proactive IVR phone message sent to all telus.net customers. Our final response to impacted customers will be determined once the issue is resolved and the extent of the impact to our customers is known, so our response is commensurate.

The software issue is believed to be resolved, and our team are now in the process of doing a sequential restart of the servers. This will not impact TELUS services outside of telus.net email. While we hope that the issue has been resolved, and that email services will be available again shortly, there is currently no known estimated time for a resolution to this issue.

I will continue to provide updates as the situation progresses, but please do not hesitate to let me know if I can provide further information on this issue.

Thank you.

Kyle Marsh

Director, B.C. Government Affairs
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Mobile: 604 314 7960
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