



## Reason for Outage (RFO), 06/29/2020 - WordPress Cluster Outage

On 6/29/2020, at 7:57 AM, some sites on the main WordPress cluster began experiencing intermittent periods of inaccessibility and longer than expected response times.

Root cause analysis shows that our eastern US data center had several service outages occur, causing intermittent periods of inaccessibility.

Our team worked with the 3rd party vendor who is responsible for the data center in question to find a resolution and bring the sites back online.

At this time, we do not have information regarding the root cause of the service outage. The vendor is working with the data center to pinpoint the cause and to put protocols in place to avoid future outages.

If our team receives further details we will update this report.

Please know we take your website availability very seriously. When an outage occurs we do our best to analyze the root cause and take steps to prevent future instances to the best of our ability.

For additional information feel free to contact us. The network team can be reached at [networkteam@smartz.com](mailto:networkteam@smartz.com) or 541-388-4398.

Sincerely,  
Dylan Anderton  
Network Engineering Team