

RESOLVED: Circuit Provider Outage impacting network in parts of WV

March 7, 2024

UPDATE 3/9 7:47 AM: AEP successfully completed repairs and all circuits were active by approximately 11:00 PM 03/08/2024. A 2000-foot section of cable needed to be replaced in a rural area of WV that required technicians to physically climb poles and use tents for splicing instead of typically utilized machinery. The repair efforts impacted multiple circuit providers beyond those we utilize but all current operations have returned to normal. If you continue to experience issues, please contact the WVNET Help Desk for assistance.

UPDATE 3/8 2:45 PM: AEP has accessed the situation and due to the inability to get trucks to the affected area, the current estimated time to complete all repairs is 12:00 AM ET. We will provide additional updates as they become available.

UPDATE 3/8 10:51 AM: Zayo and AEP are actively working on circuit repairs that are impacting customers in the southern part of the state. Repairs have been impeded as the site is not vehicle accessible. Current estimates are that technicians will be on site at approximately noon, but no time frame on when repairs will be completed.

At approximately 3:40 PM on March 7, 2024, WVNET lost four of its 10Gbps circuits in the Columbus, Ohio area. We immediately opened tickets with the circuit providers, OARnet and Zayo. It appears that there has been a major fiber cut that has taken out these 4 circuits. While the WV State Network has remained up due to the design of our high-speed Transit Ring, customers in the South may notice higher latency and slower throughput. No ETA at this time.