

News Information

Date	Monday, January 15, 2007 8:19:11 AM
News/Event	<p>IMPORTANT NOTICE: Emergency Network Maintenance</p> <p>In a continuing effort to improve our systems, we are planning an upgrade that will increase the capacity of our network. This upgrade will be performed in a maintenance window on Wednesday January 17, 2007 starting at 12:00 AM up to 6:00AM. We anticipate a disruption in service of one to two hours as this is a relatively complex upgrade.</p> <p>During this time, all services will be affected including but not limited to: Dial up, DSL, co-location, hosting, and dedicated connection clients.</p> <p>We will be replacing a peripheral switch which will affect all connections, an interruption in service will occur.</p> <p>As a result of the upgrades you will be required to restart your equipment (DSL modems and routers) after the upgrade window Wednesday morning.</p> <p>We apologize for the inconvenience and thank you for your continued patronage.</p> <p>Support Team</p>
Date	Thursday, December 14, 2006 3:33:59 PM
News/Event	<p>Scheduled Network Maintenance Notification - Toronto - 151 Front St - December 20th 2006 00:01 - 01:00 ET</p> <p>Dear Customer,</p> <p>Please be advised that we will be performing scheduled network maintenance this upcoming Wednesday, December 20th 2006 between 00:01 and 01:00 ET.</p> <p>This maintenance is necessary to upgrade the IOS on our distribution router at 151 Front St.</p> <p>BGP customers in Toronto may see their sessions go down for up to 20 minutes. All other customers will see brief periods of latency and packet loss as traffic is re-routed around the affected router.</p>

Date	Friday, November 17, 2006 8:51:16 AM
News/Event	<p>Peer1 Scheduled Network Maintenance Notification - Toronto - November 22nd 2006 00:01 to 01:00 ET</p> <p>Dear Customer,</p> <p>Please be advised that we will be performing scheduled network maintenance this upcoming Wednesday November 22nd 2006 between 00:01 and 01:00 ET. This maintenance is required in order to extend the switch fabric at 151 Front St.</p> <p>Traffic will be routed around the effected links; however you may notice brief periods of latency while this occurs. The duration of the maintenance window will be 1 hour and we anticipate that the actual maintenance will be completed within 15 minutes.</p>
Date	Thursday, May 25, 2006 10:56:37 AM
News/Event	<p>ADVISORY NETWORK MAINTENANCE</p> <p>Devices: bas2-toronto63, bas2-toronto63,bas2-toronto63, bas2-toronto63 Service affected: PPPoE Window: 2:00 AM to 6:00 AM EST - 17 June 2006 Impact: 60 to 240 Minutes - DSLAM members will experience an outage during the maintenance Work Description: Upgrade</p> <p>Devices: bas1-stlambert20, bas1-hull20 Service affected: PPPoE Window: 2:00 AM to 6:00 AM EST - 19 June 2006 Impact: 60 to 240 Minutes - DSLAM members will experience an outage during the maintenance Work Description: Upgrade</p> <p>Devices: bas6-toronto63,bas7-toronto63, bas8-toronto63,bas9-toronto63 Service affected: PPPoE Window: 2:00 AM to 6:00 AM EST - 20 June 2006 Impact: 60 to 240 Minutes - DSLAM members will experience an outage during the maintenance Work Description: Upgrade</p> <p>Devices: Ins1-toronto63, Ins2-toronto63,tsw1-toronto63, tsw2-</p>

	<p>toronto63, tsw3-toronto63 Service affected: PPPoE Window: 2:00 AM to 6:00 AM EST - 21 June 2006 Impact: 60 to 240 Minutes - DSLAM members will experience an outage during the maintenance Work Description: Upgrade</p> <p>Devices: bas13-toronto63, bas14-toronto63, bas15-toronto63, bas16-toronto63, bas1-toronto63, bas2-toronto63, bas3-toronto63, bas4-toronto63, bas5-toronto63, bas6-toronto63, bas7-toronto63, bas8-toronto63 Service affected: PPPoE Window: 2:00 AM to 6:00 AM EST - 25 May 2006 Impact: 60 to 240 Minutes - DSLAM members will experience an outage during the maintenance Work Description: Upgrade</p> <p>Devices: bas13-toronto63, bas14-toronto63, bas15-toronto63, bas16-toronto63 Service affected: PPPoE Window: 2:00 AM to 6:00 AM EST - 16 June 2006 Impact: 60 to 240 Minutes - DSLAM members will experience an outage during the maintenance Work Description: Upgrade</p>
Date	Wednesday, April 26, 2006 10:06:26 AM
News/Event	<p>ADVISORY NETWORK MAINTENANCE</p> <p>Devices: SNGVON39RSC Service affected: PPPoE Window: 2:00 AM to 6:00 AM EST - 5 May 2006 Impact: 10 to 240 Minutes - customers will be out of service: DSLAM members will experience an outage during the maintenance for approx. 10 mins in area (905) -- 495-xxxx 840-xxxx 843-xxxx 846-xxxx 970-xxxx Work Description: Upgrade</p>
Date	Tuesday, April 25, 2006 3:02:38 PM
News/Event	<p>IMPORTANT NOTICE: Network Maintenance</p> <p>Hello,</p> <p>In an continuing effort to finish our upgrades as quickly as possible there will be intermittent disruption in service on Friday April 28, 2006 from</p>

	<p>1200 AM EST until 0400 AM EST.</p> <p>During this time, all services will be affected including but not limited to: Dial up, DSL, co-location, hosting, and dedicated connection clients.</p> <p>We will be replacing a peripheral switch which will affect all connections, an interruption in service will occur.</p> <p>As a result of the upgrades you will be required to restart your equipment (DSL modems and routers) after the upgrade window Friday morning.</p> <p>We apologize for the inconvenience and thank you for your continued patronage.</p> <p>Support Team</p>
Date	Tuesday, April 25, 2006 3:00:28 PM
News/Event	<p>ADVISORY NETWORK MAINTENANCE</p> <p>Devices: bas1-toronto63 Service affected: PPPoE Window: 12:00 AM to 6:00 AM EST/EDT - 10 May 2006 Impact: 60 to 240 Minutes - customers will be out of service: DSLAM members will experience an outage during the maintenance Work Description: Upgrade</p> <p>Devices: bas1-montreal02 Service affected: PPPoE Window: 12:00 AM to 6:00 AM EST/EDT - 11 May 2006 Impact: 60 to 240 Minutes - customers will be out of service: DSLAM members will experience an outage during the maintenance Work Description: Upgrade</p>
Date	Monday, April 17, 2006 3:25:29 PM
News/Event	<p>As a valued customer, Cogent is committed to keeping you informed about any changes in the status of your service with us. This email is to alert you regarding maintenance we will be performing on our network:</p> <p>Start time (local): 3:00 am 4/21/06 End time (local): 7:00 am 4/21/06</p> <p>Cogent customers receiving service in Toronto will be affected by this maintenance. We will be replacing a failed card on our long-haul path to Toronto. This replacement will bring your service down briefly.</p> <p>During this timeframe, you will experience a brief interruption in service while we complete the maintenance activities; the interruption is expected to be less than 60 minutes however, due to the complexity of the work, your downtime</p>

	may be longer.
Date	Wednesday, April 05, 2006 7:51:51 AM
News/Event	<p>Peer1 Scheduled Network Maintenance Notification Toronto - April 6th 2006 01:00 to 03:00 ET</p> <p>Dear Customer,</p> <p>Please be advised that we will be performing scheduled network maintenance on Thursday April 6th 2006 between 01:00 and 03:00 ET.</p> <p>BGP customers in Toronto will see their sessions go down for 15 minutes. All other customers will see brief periods of latency and packet loss as traffic is re-routed around affected routers.</p>
Date	Tuesday, December 20, 2005 4:34:05 PM
News/Event	<p>IMPORTANT NOTICE: Emergency Network Maintenance</p> <p>To maintain the security of our network there will be intermittent disruption in service.</p> <p>We are going to apply a security update patch to our network Wednesday December 21, 2005 at 1:00 AM EST.</p> <p>The entire patch process should take 30 minutes. We anticipate no problems.</p> <p>During this phase, each of the identified services will be affected: DSL, dialup, co-location, and hosting clients.</p> <p>We apologize for the inconvenience and thank you for your continued patronage.</p> <p>Thank you, Network Support Team</p>
Date	Tuesday, November 29, 2005 7:02:22 PM
News/Event	<p>Network Maintenance</p> <p>In an continuing effort to finish our upgrades as quickly as possible there will be intermittent disruption in service.</p>

	<p>Please note this is a Two Phase process:</p> <p>Phase 1 - Wednesday November 30, 2005 from 01:00am EST until 06:00. We will be upgrading one portion to a GigE connection and this may require DSL (PPPoE/regular DSL) customers to have to cycle their Modems/Routers to re-connect, service interruption should be less then 15 minutes. Extended LAN Services will also be affected in this Window.</p> <p>Phase 2 - Thursday December 1, 2005 from 01:00am EST until 06:00. We will be upgrading another portion to a GigE connection and this will cause a service interruption for ADSL clients which should be less then 15 minutes. ADSL (NON- PPPoE/bridged) customers will not need to cycle their Modems/Routers to re-connect.</p> <p>During their respective phase, each of the identified services will be affected.</p>
Date	Monday, November 21, 2005 11:40:57 PM
News/Event	<p>Network Maintenance</p> <p>In an effort to keep up with the growing needs of our network we are planning an upgrade that will cause an intermittent disruption in service.</p> <p>During this time, all services will be affected including but not limited to: Dial up, DSL, co-location, hosting, and dedicated connection clients.</p> <p>We are upgrading one of our connections and this will affect transit only, rebooting and or cycling of modems or routers will not be necessary. We expect individual outages to be minimal (30 minutes).</p> <p>We will perform this work between 1:00am and 6:00 am Wednesday Nov 23/05</p> <p>We apologize for the inconvenience and thank you for your continued patronage.</p>

Date	Friday, November 04, 2005 4:34:20 PM
News/Event	<p>Network Maintenance</p> <p>A Network Maintenance window has been scheduled.</p> <p>The attempt to replace the router on Wednesday did not take, so we are replacing it on Saturday morning.</p> <p>In a continuing effort to maintain our network we are planning an upgrade that will increase the capacity of our routers however it will cause a temporary disruption in service on Saturday, November 5, 2005 from 01:00 am EST until 06:00am EST (Saturday morning).</p> <p>During this time, all services will be affected including but not limited to: Dial up, DSL, co-location, hosting, and dedicated connection clients.</p> <p>We will be replacing a peripheral Router which will affect DSL connections, an interruption in service will occur.</p> <p>As a result of the upgrades you will be required to restart your equipment (DSL modems and routers) after the upgrade window Saturday morning.</p> <p>We apologize for the inconvenience and thank you for your continued patronage.</p>
Date	Tuesday, November 01, 2005 7:24:32 PM
News/Event	<p>Network Maintenance</p> <p>A Network Maintenance window has been scheduled.</p> <p>In a continuing effort to maintain our network we are planning an upgrade that will increase the capacity of our routers however it will cause a temporary disruption in service on Wednesday, November 2, 2005 from 01:00 am EST until 06:00am EST (Wednesday morning).</p> <p>During this time, all services will be affected including but not limited to: Dial up, DSL, co-location, hosting, and dedicated connection clients.</p> <p>We will be replacing a peripheral Router which will affect DSL connections, an interruption in service will occur.</p> <p>As a result of the upgrades you will be required to restart your equipment (DSL modems and routers) after the upgrade window Wednesday morning.</p> <p>We apologize for the inconvenience and thank you for your continued patronage.</p>

Date	Tuesday, October 25, 2005 3:08:42 PM
News/Event	<p>AS PER EMAIL SENT YESTERDAY - OCT 24, 2005 (REMINDER):</p> <p>An Emergency Network Maintenance window has been scheduled.</p> <p>In a continuing effort to maintain our network we are planning an upgrade that will increase the capacity of our routers however it will potentially cause an intermittent but temporary disruption in service on Wednesday, October 26, 2005 from 02:00 am EST until 06:00am EST (Wednesday morning).</p> <p>During this time, all services may be affected including but not limited to: Dial up, DSL, co-location, hosting, and dedicated connection clients.</p> <p>We will for sure be replacing a peripheral Router which should not affect DSL connections but an attempt will be made (if ready) to change over the core router to the Juniper ERX in this same time frame. Should this attempt be made, an interruption in service would occur.</p> <p>As a result of the upgrades you may be required to restart your equipment (DSL modems and routers) after the upgrade window Wednesday morning.</p> <p>We apologize for the inconvenience and thank you for your continued patronage.</p> <p>Montreal-DSL Support Team</p>
Date	Monday, August 15, 2005 8:06:15 AM
News/Event	We are pleased to announce that our Gateway Access Service (GAS) and High Speed Access (HSA) services will be upgrading speed profiles as

	<p>follows:</p> <ul style="list-style-type: none"> •Our DSL (GAS) residential 4.0Mbps service will increase maximum download speed to (up to) 5.0Mbps •Our DSL (GAS) business 4.0Mbps service will increase maximum download speed to (up to) 6.0Mbps •Our ADSL (HAS) residential 4.0Mbps service will increase maximum download speed to (up to) 6.0Mbps •Our ADSL (HAS) business 4.0Mbps service will increase maximum download speed to (up to) 6.0 Mbps •Upload speeds for all services will remain (up to) 800 kbps <p>ISP end-users that qualify for the speed increase will be upgraded on a phased basis throughout Ontario and Quebec. The phased rollout for the speed increase is planned to start August 15, 2005 and end August 19, 2005. In order to minimize customer impact the migrations have been scheduled for Mondays through Fridays, 8:00 am to 5:00pm for residential end-users, and from 01:00 to 06:00 a.m. for business end-users. The end-user may experience a minor service interruption of approximately 30 seconds.</p> <p>We are pleased to announce that there will be no price increases associated with these speed profile upgrades. This is designed to keep our offerings current and competitive in technology and price.</p>
Date	Monday, May 30, 2005 8:09:51 AM
News/Event	<p>Cause of outage Friday Evening</p> <p>According to Bell, there was a power outage at 4pm for about 4 seconds.</p> <p>Just enough to boot everyone from the net. 75% of Ontario went out.</p> <p>Everyone tried to connect back up and overloaded the system and brought logon to a crawl, causing all our users to timeout. Some users where still able to get on, but were getting kicked off soon after. Bell is slowly allowing users back online, but only in small percentages to prevent another overload.</p> <p>Bell said everything should be fine by Saturday morning.</p>
Date	Thursday, May 12, 2005 8:37:23 AM
News/Event	<p>Montreal-DSL is pleased to announce that we offer DSL Login. A DSL login is now available as backup to your existing carrier, you can Login to our network should your existing carrier go down.</p> <p>We can now offer DRY DSL, This allows you to have DSL on a Dry cooper pair of wires to your residence so you no longer require an actual phone number to your residence. Please note there are restrictions and currently this</p>

	<p>service is only available to residential customers.</p> <p>Please see our web site for details on both of these services.</p>
Date	Wednesday, April 27, 2005 4:02:41 PM
News/Event	<p>Important information for all of those considering ordering an ADSL (Non-PPPoE) connection:</p> <p>Due to some planned upgrades Bell will be performing on Apr 28, 2005 and lasting until May 3, 2005 we will be unable to process new orders for the Non-PPPoE ADSL connections.</p> <p>We apologize for any inconvenience this may cause.</p> <p>Montreal-DSL</p>
Date	Thursday, April 14, 2005 11:19:12 AM
News/Event	<p>We have now added Hourly Dialup service for all customers, and DSL Basic for residential users.</p> <p>The Hourly Dialup is now available and we have increased the concentration in Alberta and British Columbia for phone numbers, please see the web site section "dialup internet" for the cities we now offer.</p> <p>The DSL basic allows us to offer high speed (288/288) to locations that were to far from the central office for the regular 3 meg service. If you wanted to switch from Dialup to High speed DSL and were to far from the Bell Central Office you can now check your phone number to see if you qualify for DSL Basic service in the "DSL/ADSL Internet" section of our website.</p>
Date	Thursday, November 04, 2004 4:36:18 PM
News/Event	<p>Dear Valued Customers,</p> <p>In attempt to increase our network infrastructure and our network capacity there will be a disruption in service on Saturday November 6th between 1AM and 3AM(i.e. late Friday night). The outage should not be for more then 15 minutes but could be up to two hours. The work that will be performed consists of upgrading our network core router which will cause all of our Internet connectivity to go down. All services will be affected, including: Internet access, E-mail, Co-Location facilities, and our web hosting solutions. We do apologize for the small disruption you will experience however it is necessary due to increased demand/growth and in anticipation of future sales.</p>

	Thanks
Date	Friday, April 16, 2004 6:59:26 AM
News/Event	<p>Please be advised that we are required to perform scheduled maintenance, April 17th 2004 between 22:01 and 22:30 EDT . The building management at 151 Front Street will perform their annual power shutdown and generator testing this Saturday and Sunday. You will notice a 30-60 second interruption in service. We apologize for the inconvenience.</p> <p>If you have any questions or concerns please contact Technical Support at the numbers below.</p> <p>Montreal-DSL Management</p>
Date	Tuesday, March 09, 2004 8:03:40 PM
News/Event	We are currently making changes to our SMTP server. If you are having problems sending mail, please use mail.Montreal-DSL.com or mail.pppoe.ca instead of smtp.Montreal-DSL.com or smtp.pppoe.ca.
Date	Monday, February 16, 2004 9:47:52 AM
News/Event	<p>NETWORK MAINTENANCES 1. Location: Collins Bay - Ontario Service/Circuit number [s] affected: PPPOE Start Date: 02/20/04 2:00 AM EST/EDT End Date : 02/20/04 6:00 AM EST/EDT Impact: 10 to 240 Minutes Work Description: DSLAM Reterm PCMC Ticket#: BO2004020694 2. Location: Glencoe - Ontario Service/Circuit number [s] affected: PPPOE Start Date: 02/20/04 2:00 AM EST/EDT End Date : 02/20/04 6:00 AM EST/EDT Impact: 10 to 240 Minutes Work Description: DSLAM Reterm PCMC Ticket#: BO2004020698</p>
Date	Wednesday, February 11, 2004 12:06:37 PM
News/Event	<p>ADVISORY NETWORK MAINTENANCE Locations: St-Catherines, Beamsville - Ontario Service/Circuit number [s] affected: PPPOE Start Date: 02/13/04 2:00 AM EST/EDT End Date : 02/13/04 6:00 AM EST/EDT Impact: 10 to 240 Minutes Work Description: DSLAM route upgrade</p>
Date	Saturday, January 24, 2004 10:37:01 PM
News/Event	We have been receiving a number of reports from anti-piracy organizations in regards to our clients downloading movies and other pirated software. This activity is against our Internet Use Policy (http://www.Montreal-DSL.com/html/policies.asp) and can lead to immediate termination of your account with us. Please read through our policies and keep them in mind while using our services.
Date	Saturday, January 24, 2004 10:31:27 PM
News/Event	If you have your own mailserver on one of our DSL packages, please make

	<p>sure that it is not an open relay. An "open relay" allows anyone from anywhere to send mail through your server, such as SPAMMERS (please see http://mail-abuse.org/rbl/relay.html for details). If SPAM goes through your account, we will have no choice but to shut down your service until the relay is closed.</p>
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