



January 31, 2014

Dear Colleagues,

I am writing with another update.

As you are aware, Daemen College was without internet access Thursday and Friday. I was as concerned and frustrated by this loss of service as many of you were. Here are the details as I understand them.

Daemen, Canisius, and other institutions lease the fiber-optic lines that allow us to connect to our internet service provider from UB. The conduit housing UB's fiber-optic cable was compromised, allowing water to enter the conduit and freeze, thereby damaging the cable. Multiple institutions lost internet services. UB's engineers worked tirelessly to repair the connections, and now service has been restored.