At approximately 04:03:45 (AEDT) on 14 January 2026, the SHARPDC core infrastructure experienced a critical hardware failure, traced to a motherboard fault on the primary system board.

Pre-failure records confirm the system was operating within expected parameters, with stable network activity of approximately 11.6 Mbit/s downstream and 8.01 Mbit/s upstream observed prior to the event.

At 07:37 (AEDT), Telecommunications and Media technicians convened an emergency incident response meeting to coordinate restorative efforts. At that time, the following services were confirmed operational: Element and the Outage Portal via OVDC.

At 08:39 (AEDT), hardware provisioning commenced. Initial constraints were identified due to global RAM and hardware supply shortages, impacting availability across key procurement channels.

At 11:18 (AEDT), an appropriate replacement system was secured, and Telecommunications and Media representatives were deployed for collection.

At 13:30 (AEDT), a 2U rack-mounted server was installed in SHARPDC. During commissioning, the information relay subsystem encountered a hardware fault related to SAN integration and BIOS/configuration dependencies, requiring further remediation.

At 00:11 (AEDT) on 15 January 2026, partial service restoration was achieved. At that stage, non-broadcasting services were stabilised; however, television and broadcasting systems required a full rebuild due to the nature of the failure.

Broadcasting services were subsequently rebuilt and fully restored, with complete resolution confirmed by 02:00 (AEDT).

From the point of initial failure to partial service restoration, the recovery interval was approximately 20 hours. Full service restoration, including the complete rebuild of television and broadcasting infrastructure, was achieved within approximately 22 hours of the initial fault.

Yours sincerely,

DG: Telecom / Media