

## Crossing the Digital Divide (v53)

### “Tripods and Stilts”

By Joseph Feigon for the Observer

It's not easy swimming through mud. In higher density “markets”, business and retail customers have choice, there's more than enough to go around, and when one company fails, there's usually another behind them.. Traditional telecommunications carriers can't spell Laytonville - the market potential is barely 4-figures, and that's incorporating Branscomb, Spyrock and Bell Springs. We need options, as noted below, even the “biggest” and “best” trip on occasion.

The following partial report was borrowed from the DailyMall in the UK. The impact was global. Route diversity is critical to the survival (existence, even) of the Internet, and fundamental to a rural community. One provider, one single point of failure. Amazon's failure wasn't carrier related - each of their data centers are equipped with multiple Internet Service Providers. Users of Amazon service were not crippled by a fiber cut to one carrier. They own the outage.

Amazon caused a massive internet outage after one of its cloud data centers on the East Coast failed, causing major problems for internet users across the globe.

The problems caused thousands of sites and apps to become completely unavailable, while others show broken links and images, leaving users and companies around the globe confused.

Amazon's Simple Storage Service, or Amazon S3, had difficulty sending and receiving clients' data for more than 3-1/2 hours, according to company status reports online. Amazon did not disclose the cause, and some of its smaller cloud applications in North America continued to have trouble. Internet users took to Twitter to complain about the outage, with some asking 'where has the cloud gone?' after receiving error messages when trying to access sites.

Web firm similartech [said](#) almost 150,000 sites had been affected.

While few services went down completely, thousands, if not tens of thousands of companies had trouble with functions ranging from file sharing to webfeeds to loading any type of data stored on Amazon's 'simple storage service,' known as S3. Amazon services began returning around 4 p.m. EST, and an hour later the company noted on its service site that S3 was fully recovered and 'operating normally.' Users from Apple to Slack were hit, with some internet users claiming 'half the internet is down' due to the huge number of firms that rely on Amazon.

Amazon confirmed its cloud service was affected by the partial failure of a hosting platform, affecting a number of internet services and media outlets. 'We're continuing to work to remediate the availability issues for Amazon S3 in US-EAST-1,' Amazon said on its Amazon Web Services website. Slack, Trello, Splitwise, Soundcloud and Medium were among the popular internet services that were impacted. Sites such as Mashable were left unable to publish, while others like the Verge could not post images.

Users of Nest smart thermostats were unable to connect via the firm's app.

Apple on its website reported issues with its app store, music-streaming service and other products.

The iPhone-maker did not immediately comment on the cause, but it previously has said it uses Amazon S3 for some storage.

Experts said the problem was a major one for Amazon's reputation. 'Imagine your business not being able to run for a day. That's a big problem,' said Gene Munster, head of research for Loup Ventures. Loup Ventures' Munster called the disruption 'a temporary black eye' for Amazon. Customers would not go through the hassle of switching to a competing cloud service because of a one-time event, he said.

Sites such as Soundcloud, Business Insider and imgur have also been hit, with some disappearing completely.

It is believed one of its data centers in Northern Virginia was responsible for the issue, which affected everyone from Expedia to the U.S. Securities and Exchange Commission. A spokesperson for the U.S. Securities and Exchange Commission said in a statement, 'Our cloud services provider has informed us that they are experiencing issues that are affecting page loads on <http://sec.gov> and that they are working to resolve the issues as quickly as possible.'

AWS is a large, fast-growing source of revenue for Amazon. It has helped transform the retailer, once known simply for selling books online, into a technology platform. Amazon shares closed down less than 1 percent. Read more: <http://www.dailymail.co.uk/sciencetech/>

[article-4268850/Amazons-cloud-service-partial-outage-affects-certain-websites.html#ixzz4a1y4C2cM](https://www.zdnet.com/article/4268850/Amazons-cloud-service-partial-outage-affects-certain-websites.html#ixzz4a1y4C2cM)

Outages will happen - the big players in the Cloud space, in addition to Amazon, include: Microsoft, IBM, Google, and Facebook. The software and hardware that run the Cloud Services that big and small providers sell is under constant pressure to go faster, safer, and require less physical resources. Improvements will emerge, some lessons learned painfully.

I spent many a summer day scaling the granite walls of Yosemite Valley. First and most important lesson: always “three points” when climbing. With three points, one failing won’t mean you fall. With two points, one failure usually means a fall. If you have one “point”, and it fails, you drop. We are, unfortunately, living in a region where there is no competition, the barriers to entering this market are steep, and the potential returns small. This needs to change, for Public Safety as well as business users. Control those things you can control.