



October 23, 2018

## FAQ: Internet Voting Service Disruption Impacting Ontario Municipalities

### **Q: What happened to Internet Voting service for Ontario Municipal customers on Election Day?**

Just after 6:00 PM on Election Day (22 October 2018), Dominion became aware that voters in 49\* municipalities who were using our Internet Voting portal were experiencing slow service and system time-outs (some townships report issues that began around 5:35 PM ET). These issues were determined to be the result of a load issue caused by a limit placed on incoming voting traffic to the system at the hosting Internet Service Provider. Once alerted to the issue, the company was able to work with the provider to restore full system service by 7:30 PM ET. However, given that many voters attempting to vote during this period could not access the system, election officials extended voting hours.

### **Q: Were any votes successfully cast during this period?**

Yes. Several thousand votes were cast during the disruption period, although we can verify that many more voters were not able to access the system during this time. Allowing all affected voters a further opportunity to cast a ballot served as the primary motivation for those municipalities that extended their voting hours.

### **Q: Is the integrity of the vote in question due to this event?**

No. At no time were any security-related issues detected or reported, nor was the system itself at risk. We are able to clearly identify the reason for the service slowdown and we have been in regular contact with our third-party DDoS and firewall security provider for our system. All Ontario customer municipalities have followed proper procedure in conducting their election and results will be accurately tallied and reported.

### **Q: Was any part of the audit capability of the system affected?**

No. Municipalities have full audit capabilities on every part of the ballots cast and the corresponding audit record for each transaction.

### **Q: What is being done to verify this issue not repeat during the extension of voting hours?**

Dominion has been in regular contact with our Internet Service Provider to ensure that the bandwidth limit that caused the issue does not reoccur. Dominion, along with Municipal IT staff, have made efforts to test the system and we will remain in regular contact to monitor system Internet traffic up to the close of polls.

### **Q: What will Dominion do to ensure this issue will not happen again?**

Regardless of what went wrong, Dominion Voting remains accountable for the service disruption that occurred and we apologize for taking 90 minutes to resolve the issue, which is unacceptable by our own company standards. We are committed to conducting a more thorough post-election review, with any necessary changes to address potential problems from happening in future elections.

*\*Approximate number of 51 revised based on company review and confirmation*

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