Date: 22nd March 2007
Incident Date: 20th March 2007
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Introduction:

This document is to act as an explanation of the period of routing instability experienced on Tuesday 19th March 2007, between the times of 12.54hrs and 13.20hrs.

Details of fault:

At approximately 12.54pm on the 20/03/07 a 155Mb circuit between Telehouse and Telford began to experience issues and started to flap. This flapping caused routing to be unstable on the links between Telford and London, hence the interface was shut down.

The removal of this interface from the network forced traffic to route via our Wolverhampton POP which will have been evidenced by our customers through additional hops seen in traceroutes and increased latency between Telford and London.

Once the router attached to the 155Mb circuit was out of the network, it was power cycled and examined for problems. Unfortunately no faults or system errors could be found and at approximately 13.15hrs the 155Mb circuit was brought back into service and has proved to be stable since..

We are currently looking at instigating a period of planned maintenance to allow this router to be replaced to ensure the likelihood of a further occurrence is kept to a minimum. We apologise for any inconvenience that these problems caused.