



Date: 21st March 2007
Incident Date: 20th March 2007 21:12 - 22:00hrs
Author: Neil Watson

Introduction:

This report is intended to explain the problems seen prior to the maintenance window last night, between 21.12hrs and 22.00hrs, when our ADSL capacity was reduced by one third, causing some end users to be disconnected and consequently having problems reconnecting.

Details of fault:

BT advised of a need to repair damaged fibres connecting our one of our Telehouse based DSL central pipes, accordingly, a maintenance window was scheduled between 22.00hrs and 08.00hrs. Unfortunately, whilst the work was completed promptly, BT did commence early, with a central pipe being lost at 21.12hrs. During the downtime period they also neglected to refuse connections to the LTS on their side of the connection. This has resulted in a large number of stale sessions being seen. In order to combat these sessions we advise anyone having problems connecting, to switch off their termination kit for a period of around 15 – 30 minutes to allow the session to clear down.

Resolution Details:

We are currently speaking to BT to address the situation of the poor timing and the fault created by them. We work closely with our suppliers to ensure that we offer the highest levels of service possible, and wish to apologise for the problems seen on this occasion.

