



Entanet Incident Report

Date: 21st August 2007

Incident Date: 20th August 2007

Author: Neil Watson

Introduction:

This document provides an explanation of Entanet's VoIP outbound calling service outage on Monday 20th August 2007 between the times of 11.22hrs and 12.40hrs; and of the outage of Entanet's VoIP inbound calling service outage on Monday 20th August 2007 between the times of 11.22hrs and 17:23hrs.

Details of fault:

VoIP customers experienced an inbound and/or outbound call issue during the times specified above. This issue was caused by a supplier's comms outage in London where one of their fibre links between the media servers and the PSTN gateways was unavailable.

Our action following the failure was to route all outbound calls via our ISDN backup restoring the outbound calling functionality immediately. Engineers from both Entanet and our supplier's comms team were sent to site to rectify the inbound calling issue as the backup circuit for this link also appeared to be faulty. The inbound calling service was restored at around 17:23hrs.

An additional contingency plan is being discussed at the moment to ensure extra backup facility is available should a similar fault happen again in the future. We apologise for the inconvenience the outage would have caused to all customers and wish to advise that all calls to and from Entagroup were been restored since 17:23hrs on 20th August 2007.

