



Date: 27/05/2008

Incident Date: 23/05/2008 @ 09:23

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Introduction:

This document is to act as an explanation of the outage experienced on a number of ADSL lines on Friday 23rd of May 2008, between the times of 09:23 and 09:38

Details of fault:

On May the 23rd 09:23 one of the core DSL routers reloaded unexpectedly, this caused issues for DSL customers connected to the box at the time, it did not affect any other services than DSL. The router was back online within a 15 minute window however it took some time for the DSL sessions to re-balance out across all the core routers.

Our NOC team have investigated the issue from the crash information that was gathered from the router, it appears to have been caused by a software forced crash. Unfortunately there was a configuration issue with the redundant fail over router so this did not take over, this has been rectified and so will not happen again. The router is scheduled to be replaced in the near future. We apologise for any inconvenience that this may have caused.

