



**Date:** 13<sup>th</sup> June 2008

**Incident Date:** 12<sup>th</sup> June 15:35 – 19:00

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### **Introduction:**

This document is to act as an explanation of the outage experienced within Telehouse East on Thursday 12<sup>th</sup> June 2008, between the times of 15:35hrs and 19:00hrs.

### **Details of fault:**

Over the course of Thursday, Entanet engineers were on site performing maintenance on various pieces of equipment within our suite. At approximately 15:35hrs during the work being carried out, power was disrupted to one of our racks due to a vital power cable being disconnected as a result of an on-site accident. This also triggered the master trip switch. The end result was a loss of power to our entire suite, affecting the xDSL platform and any permanent connections that terminate in this location.

At 16:00hrs, power was restored with the assistance of Telehouse engineers. In order to help prevent further problems, our on-site engineer began to bring equipment back online sequentially.

By 18:20hrs, equipment had been brought back online successfully, however xDSL connections were all attempting to reconnect at the same time. This unavoidably caused an imbalance in the distribution of connections across the central pipes, which required aggressive rebalancing to attempt to bring things back under control.

Service has now been restored, and customers are being asked to ensure that routers have been rebooted prior to contacting the Technical Support desk with any queries relating to a loss of connectivity since this incident.

