



**Date:** 27<sup>th</sup> January 2009

**Incident Date:** 23<sup>th</sup> January 12:40 – 12:55

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### **Introduction:**

This document is to act as an explanation of the outage experienced for the London to Manchester network link on 23th January between 12:40 and 12:55.

### **Details of fault:**

On Friday afternoon at approximately 12:40, our monitoring system detected a loss off connectivity across our London to Manchester network link. At this time, traffic began to route across alternative paths around our network. This rerouted traffic resulted in slower speeds and increased latency for the duration of the fault.

After our initial diagnostics on the routers on either end of this link revealed no obvious issues with the equipment itself, our engineers contacted the supplier who provides this circuit to report the issues being experienced.

Shortly after contacting our supplier, normal service was resumed across the London to Manchester link at approximately 12:55. Over the course of the afternoon, traffic began to route back across normal paths.

Our supplier has since informed us that the outage appeared to be the result of a connection into one of their cabinets within Telehouse North being accidentally disconnected by remote hands engineers working nearby.

