



**Date:** 27<sup>th</sup> January 2009  
**Incident Date:** 23<sup>th</sup> January 13:00 – 23:20  
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### **Introduction:**

This document is to act as an explanation of the outage experienced for the Sheffield and Nottingham POPs on 23th January between 12:40 and 23:20.

### **Details of fault:**

On Friday afternoon at approximately 13:00, our monitoring system detected a loss off connectivity to both our Sheffield and Nottingham POPs.

We raised this issue with our supplier for further investigation at approximately 13:15 as our initial diagnostics suggested that there was no fault within our own network. At 14:30, we were informed that engineers were underway to the location of the fault. At approximately 15:15 we received information that the fault was localised to the Rotherham area.

Connectivity appeared to be restored at approximately 16:30, however we had received no official confirmation from our suppliers that repair work had been completed and the case closed. Shortly after this, at 16:45 we lost connectivity again, as a result of the continuing repair work being carried out at the site of the fault.

We received more specific details into the nature of the fault later that evening, shortly before 20:00. A cable which runs along part of the rail network had been unearthed and damaged during engineering works. This exposed two joints approximately 100m apart. This required the cable to be removed and replaced. Fibre splicing was already taking place at this time, and the estimated completion time was 21:00.

The repair work was completed and normal service resumed at approximately 23:20 and our suppliers have since closed this case and these POPs should no longer be considered at risk.

