

Outage Report

Sheffield and Nottingham POPs

Report Date: 26th February 2009



Introduction:

This document is to act as an explanation of the outage experienced for the Sheffield and Nottingham POPs from the 24th of February at 18:05 to the 25th February at 09:26.

Details of fault:

On Tuesday evening at approximately 18:05, our monitoring system detected a loss of connectivity to both our Sheffield and Nottingham POPs.

We raised this issue with our suppliers for further investigation as our initial diagnostics suggested that there was no fault within our own network. At approximately 19:54, we were given confirmation that there was a fibre cut north of Sheffield, but the exact location was unknown, therefore engineers would be tasked to localise the fault.

At 20:20, we were informed that engineers were already on route to both Sheffield and Nottingham to try and localise the fault. The ETA for the engineers was 21:15 and 21:45 respectively.

Engineers at 21:45 had located the fibre break to be 35Km from Sheffield. Engineers were dispatched to the exact location and once they had assessed the damage, an ETR would become available.

At approximately 07:05 we received confirmation that the ETR for the fibre break was 08:30, however we had already seen users starting to reconnect. Official confirmation then came through at 09:25 to let us know that full service had been restored, although engineers were still on site and so connectivity was considered to be at risk.

Confirmation was then given at 11:25 to advise that the engineers on site had now left and therefore the fault was considered to be resolved.

Our suppliers have since informed us that the fibre break was located between Nottingham and Leeds, and the break was the result of vandalism and attempted theft. We are awaiting the official incident report from them; however this could take up to 5 days to be supplied.