

# Incident Report

## stepneygreen.core.enta.net

Report Date: 21<sup>st</sup> January 2011  
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### Introduction:

The report below is a breakdown of the network incident experienced with the Stepney Green core router between approximately 23:35 on 16/01/2011 and 16:00 on 17/01/11.

### Breakdown of the events:

In the early hours of Monday 17th Jan we advised Entanet customers via our Network Operations Centre (noc.enta.net), twitter and email subscriptions that we had lost connectivity to stepneygreen.core.enta.net. Service was unavailable to IPSC and WBC DSL customers directly connected to this node. Those connected to the remaining 19 WBC nodes and 9 IPSC nodes were unaffected.

Further investigation established that there had been a break-in at the BT Stepney Green exchange and there had been a forced, unauthorised, removal of Entanet's equipment on site. Police were informed and subsequently Scenes of Crimes Officers attended the site for inspection. While Entanet's primary objective was to replace the missing equipment to restore the service, we understandably needed to await authorisation to proceed. Police authorisation was given at approximately 15:15hrs on 17th Jan and broadband services were successfully restored by Entanet from approximately 16:00hrs onwards on 17th Jan.

We apologise for the extended service restoration time due to the extreme nature of this incident. Entanet is working closely with BT and the Police and no further update will be provided while this incident remains under Police investigation.