Incident Report
BT Incident WBC Faraday Interconnect
Report Date: 19th September 2012
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Introduction:

The below report is a breakdown of the WBC Faraday interconnect DSL problems experienced on Monday 17th September between 11:00hrs and 18:40hrs.

Details of fault:

On Monday morning at approximately 11:00hrs, our monitoring system detected a sudden drop in the number of online DSL connections running through the Faraday WBC interconnect. Initial diagnostics suggested there was no fault within our network so the issue was raised with our supplier for further investigation. Approximately 3.3% of our DSL handoff points were affected by this issue and in light of this, the decision was also made to despatch an Entanet engineer to site to carry out onsite diagnostics. The remaining 96.7% of the DSL nodes remained operational and were unaffected.

At approximately 13:30 we received confirmation from our suppler that this was part of a Major Service Failure and at 14:00 we were advised that an engineer was onsite investigating the issue.

At approximately 15:15 we had further confirmation that a fibre break had been located between our equipment and the 4th floor of the building and that additional engineering resource was being allocated to rectify the issue.

Our engineer arrived onsite at approximately 16:00 and confirmed that our equipment was working. They then liaised with BT engineers who arrived onsite at approximately 17:15.

At approximately 17:45 we received confirmation that the fibre break had been localised and given an estimated repair time of around 30 minutes for re-splicing. Upon receiving confirmation that the re-splicing had been completed at 18:30 we could see unacceptably low levels of light across the fibre prompting further investigation from BT which revealed a micro bend in the splice tray which was then remedied.

At approximately 18:40 BT work had been completed and sessions began reconnecting. Normal service resumed thereafter.

We apologise for any inconvenience caused by this problem.