

Virgin Media Incident

Report Date: 24th February 2016

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Introduction:

This report is a breakdown of events for the major service outage experienced on the 16th February 2016, between the approximate times of 12:43 and 15:46. The incident affected approximately 200 Ethernet circuits delivered to Entanet partners.

Breakdown of the events:

At approximately 12:43 on the 16th February 2016 Entanet's monitoring system identified a loss of service on multiple Ethernet circuits. Initial investigations by the Premier Support Team pinpointed all the circuits to be Virgin Media based services, coming in over a 10Gbps link, to the point of presence in interXion. Entanet's Network Operation Centre (NOC) was thereby engaged immediately to further diagnose the fault and those findings showed the link between Entanet and Virgin was up, although passing minimal traffic.

With no fault being visible on Entanet's side of the Interconnect, at approximately 13:10 Entanet's Premier Support Team contacted Virgin Media to raise a priority 1 fault. Example circuits were provided to Virgin Media, as well as our diagnosis regarding the Interconnect at InterXion.

At approximately 13:26, Virgin Media had identified a port down within the Virgin Media Metnet. A request was therefore sent into the dispatch team within Virgin Media, where an engineer would physically attend site at InterXion.

At approximately 13:39, a further conversation was held between Virgin Media's Fault Management Centre and the Dispatch Team to ensure we had the correct focus on the engineering resource.

At 14:03, further remote investigation by Virgin Media identified low light levels on a Transmode shelf at the Poplar Hub-site. Extra field resource was therefore needed to investigate, which Virgin Media triggered through its engineering control and dispatch team.

At approximately 14:20 a second Virgin Media field engineer was engaged and instructed to investigate the issue in Poplar. The estimated time of arrival for the second engineer was 14:45.

At 15:01, the engineer arrived at Poplar and started to investigate.

At 15:46, Entanet monitoring showed the affected circuits coming back online and this was later confirmed on noc.entanet.net, at 16:09. At this point services were still considered at risk until full confirmation had been received from the supplier.

At 16:30 confirmation had been received. The fault had been identified as a faulty patch cable at Poplar, reference POPL-TM3000-5. A temporary workaround was therefore put in place by the

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engineer to bypass the cable in question. The workaround would also remain in place until planned maintenance had been scheduled to put a more permanent fix in place.

On the 17th of February at approximately 16:00 Virgin Media confirmed the temporary workaround would remain in place for the foreseeable future. The control team would then be in touch through the normal announcement channels once the dates for the scheduled maintenance had been arranged.

Further information came to light at approximately 17:00 that identified further fibre work would be required between two different Virgin Media Transmode Muxes in the Poplar exchange. Due to the potential impact to multiple Virgin Media customers, including Entanet, a director level decision was taken to carry out emergency maintenance. It was then immediately scheduled for between 00:01 and 06:00 on the 18/02/16, with the maximum amount of downtime given as four hours. Conversations continued with Virgin Media to ensure the downtime was kept to a minimum for Entanet based connections.

At approximately 00:01 on the 18/01/16, Virgin Media commenced the emergency maintenance and all Entanet based connections were restored by 00:15.

Entanet continues to work with suppliers to ensure the best possible service is given and we apologise for the inconvenience caused during the incident.

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