Incident Report
Virgin Media Incident 03-08-16
Report Date: 16th August 2016

Introduction:

The below report is a breakdown of the events regarding the incident on Virgin Media's core network that affected several Virgin Media circuits on 03/08/2016, between 05:20 and 14:30.

Breakdown of events:

At approximately 05:20 on the 03/08/2016, it was detected that several Virgin Media based circuits had lost connection. A fault was immediately raised with Virgin Media for investigation.

Virgin Media initial investigations suggested a fibre issue and field engineers were dispatched. The incident was declared an Mass Service Outage (MSO) at 05:41.

At approximately 06:30 Virgin Media advised that the field engineers initial testing showed that the fibre was not running the full expected distance. Location of the fault was narrowed down to the Brick Lane area of London. Further engineers were requested to attend this location.

At 09:00 the engineers confirmed the damaged joint had been identified. Further red light testing was then carried out to narrow down the precise location of the break.

At approximately 12:30 engineers testing confirmed the location of the break to be between Corbet Place and Brick Lane in London. It was confirmed that a 48 fibre tube cable had suffered damage. 36 of the 48 tubes had suffered damage. Testing continued to try and identify any spare fibres as this would provide the quickest resolution.

At 13:00 engineers confirmed that spare fibre was available and that splicing work would commence to restore services. Splicing work was complete by 13:30 at the Corbett Place end and 14:30 at the Brick lane end. At this point all Entanet services were confirmed as restored but still at risk while further repair work was completed.

Shortly after 15:30 Virgin Media confirmed that all repair work was completed and circuits were no longer at risk.

Since the incident it has been confirmed the damaged was caused by rodents. The area has now been baited to prevent any future occurrences.

We apologise for any inconvenience caused by this incident.

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