

Incident Report

Edinburgh POP

Report Date: 9th February 2017



Introduction:

This report is a breakdown of events for the major service incident affecting broadband circuits coming into the Edinburgh point of presence (POP) on the 7th February 2017. The incident affected customers between 12:18 and 12:45.

Breakdown of the events:

At approximately 12:20 on the 7th February the Technical Support team started receiving reports that broadband circuits connecting via our Edinburgh POP had lost service. The drop in session numbers could also be seen on our systems and our Network Operation Centre (NOC) engineers started to investigate immediately in addition to our Support team collating example circuits.

Initial investigations showed that the Multi Service Interconnect Link (MSIL) was up between Entanet and BT, confirmed by seeing the Border Gateway Protocol as up.

As investigations continued within the NOC team, the Support team corresponded with BT Wholesale to make subsequent inquiries. At approximately 12:40 BT Wholesale confirmed that the circuits provided had no common paths within the BT network. As the MSIL between Entanet and BT Wholesale was also operational, no fault could be seen in the BT Wholesale network.

At around the same time it was identified by our NOC engineers that a MPLS Traffic Engineering path from the Edinburgh to Interxion point of presence was down. Engineers then corrected this and service was thereby restored at 12:45.

Further monitoring of the MPLS Traffic Engineering has seen no further indications of a problem. We are continuing to monitor to ensure this remains the case.

We apologise for any inconvenience or disruption caused by this incident.

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