
Introduction:

This report details the incident experienced with our satellite device in Telehouse East on the 7th February 2017.

Series of events:

At approximately 13:30 on the 7th February we became aware that there had been what appeared to be an unexpected reload of a satellite device which would have caused a brief disruption to Ethernet and DSL services. Whilst services were being restored almost immediately, we posted on noc.entanet to advise of the problem and provide a point of reference for any affected customers.

We had engineers working in the same cabinet as the satellite device, extracting a redundant piece of unrelated equipment. The extraction options were risk assessed by our engineers prior to the activity, with the perceived safest way chosen. However, following the extraction it became apparent that the power to the satellite device had unfortunately been disrupted.

An immediate assessment of the power cabling followed, which confirmed that neither end was loose and power was still being supplied to the satellite, hence the reload which was already taking place. However, it was apparent that one of the ends was not completely flush with the socket and most likely was the area which suffered the disruption.

Following on from this incident, a further review of the cabinet's cabling will be taking place in the near future with the potential for further maintenance to be scheduled in. In addition to this, our NOC will be considering our approach to any nonessential work which still carries any element of significant risk and the feasibility of work being scheduled outside of office hours on a case by case basis. This is in order to decrease the likelihood of similar events occurring in the future.

We apologise for any inconvenience caused by this incident.