

Incident Report

VoIP Disruption 23/08/2017

Report Date: 1st September 2017



Introduction:

This report is a breakdown of events for the incident experienced on some VoIP services on the 23rd August 2017. Many of the details provided in this report are directly from the version we received from our upstream carrier. The root cause was identified as outside of the Entanet network in the very early stages of investigation.

From 9.25 on Wednesday 23rd August 2017 there was a severe degradation of service on all call switching platforms. Inbound telephone calls using numbers starting 01 or 02 or 03 were affected and outbound calling was disrupted for a short while at the beginning of the incident. Problems persisted until 16:00 on Wednesday 23rd August 2017, with partial recovery at 11.20 and 15.10. Customers with calls in progress at 9.25 would have noticed calls being cut off while web management systems, Internet services and Inbound calling with numbers starting 07 were not affected.

Breakdown of the events:

(Provided by supplier)

At 09.25 the Network operations centre started to receive warning messages from our automated monitoring systems indicating the collapse of a carrier interconnect, unilateral failure of automated test calls, and inbound calling. Further to this trouble tickets from customers started to be received.

An investigation was launched and the incident response team established that a telephone carrier interconnect had failed. The interconnect was taken out of service for outbound calling enabling new calls to be placed via alternative carrier routes.

A telephone carrier is an organization providing a wholesale service for the origination and termination of telephone calls onto the public switched telephone network.

It was further discovered the carrier in question had a complete collapse of their service and due to the nature of how inbound calls are routed on the PSTN we were unable to re-route the vast majority of telephone numbers until the carrier had repaired some of their equipment.

The carrier in question made a repair to part of their network at about 15.10 and this enabled a reconfiguration on their side to route calls to our network via an alternative path. The re-routing of telephone numbers was completed by 16:00. More than 200,000 customer phone numbers were re-routed.

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As of 29th August, the alternative path remains in service and the original path not in service. It is understood the carrier in question suffered a severe power outage they found it difficult to recover from as there was not enough power protection in place. Our management team are in contact with the carrier attempting to better understand how and why the incident happened, to understand why the outage duration was so long and to prevent a reoccurrence. Alternative solutions are currently being evaluated.

Any service affecting issue is considered highly undesirable by all concerned. Whilst there have been zero service issues with the interconnect network from 2004 to August 2017, the amount of time taken for resolution of this incident is unacceptable. We are currently in discussion with alternative inbound network carriers.

We apologise for any inconvenience caused by this disruption.

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