

# Incident Report

## Vodafone Outage 09/11/2017

Report Date: 23rd November 2017



---

### Introduction:

This report contains a breakdown and timeline of events for the incident which impacted Entanet services provided by Vodafone on the 9th November into the 10th of November 2017. The bulk of information detailed in this report has come from the supplier directly.

### Description of Incident and Customer Impact

On the 9th November 2017, at approximately 16:05, Entanet's monitoring systems detected that multiple devices were unreachable and the Technical Support Team started to receive reports into the desk regarding loss of service. We quickly ascertained that all of the unreachable devices were on Vodafone circuits and from there we identified a common Vodafone interconnect. Services remained offline until a Vodafone engineer rebooted Vodafone equipment at the A-end at 01:33 on the 10th November.

### Reason for Outage

The root cause of this incident has been attributed to a Vodafone ADVA at the A-end which had crashed.

### Resolution Details

Vodafone Engineers rebooted the device at the A-End to resolve the issue.

### Ticket and Investigation Summary

09/11 16:18 Fault reported by Entanet

09/11 16:25 VF CSC requested IPD to review as multiple circuits were down

09/11 16:27 VF CSC called IP Duty Manager to pick up ticket as a priority

09/11 16:47 Entanet called VF and requested an update. Advised that multiple circuits were down

09/11 16.53 Entanet called VF and advised that multiple circuits were down and this bearer had suffered 3 recent outages. Requested urgent progression

09/11 17:02 Entanet called VF and requested an update

09/11 17:05 VF CSC called IPD and requested that ticket was picked up urgently

09/11 17:38 VF CSC called IPD and requested that ticket was picked up urgently

09/11 17:51 VF IPD called Entanet - Entanet confirmed no power issue on site. VF confirmed that transmission tests had not yet been carried out/VF device was not reachable and requested site access and contact details. Entanet confirmed that there was 24/7 access

Incident Report: Vodafone Outage 09/11/2017

# Incident Report

## Vodafone Outage 09/11/2017

Report Date: 23rd November 2017



---

09/11 18:28 RTO IPD Monitoring & Diagnostics undertake triage and confirm that A end ADVA is unreachable

09/11 18:31 RTO IPD Monitoring & Diagnostics request VF Transmission team to check for any alarms

09/11 19:09 RTO IPD Monitoring & Diagnostics advise that no alarms are seen and requested Vodafone circuit references to investigate further

09/11 19:10 VF Transmission Team apply the following checks:

- 1.Checked on both end nodes, no alarms are present
- 2.Checked performance, only inbound values no outbound values are coming
- 3.Given loop towards router end mux, we are getting good inbound & outbound values
- 4.Loop removed and asked IPD Team to check at ADVA end

09/11 20:05 Entanet provide a number of circuit references that are on the affected bearer and again reiterate requirement for urgent resolution

09/11 20:09 VF CSC update Entanet regarding the checks undertaken by the VF Transmission Team

09/11 20:11 VF CSC advise IPD that the link is still down

09/11 20:49 Entanet requested L1 escalation Manager contacted them

09/11 21:13 Entanet requested L2 escalation

09/11 21:14 CSC advised CSC L2 Escalation Manager of the ticket

09/11 21:14 CSC Escalation Manager spoke to IPD Duty Manager to advise of L2 escalation

09/11 21:15 CSC Escalation Manager contacts Entanet to advise that he is now looking into the ticket

09/11 21:21 RTO IPD Monitoring & Diagnostics advise A end ADVA is down and at B end input traffic is there but no output traffic.

09/11 21:46 Entanet requested to speak to L2 Escalation Manager

09/11 21:55 Call between Entanet and VF L2 Escalation Manager. Entanet advised they need updates via calls not just the portal

Incident Report: Vodafone Outage 09/11/2017

# Incident Report

## Vodafone Outage 09/11/2017

Report Date: 23rd November 2017



---

VF advised Entanet that the loop had been tested and seeing inbound values to outbound and requested site access for Sovereign House

09/11 21:53 Action raised for field engineer to attend Sovereign House

09/11 21:55 Field engineer resource awaiting allocation

09/11 22:00 Engineer allocated

09/11 22:21 Engineer ETA 23:33hrs

09/11 22:53 VF CSC L2 Escalation advised Entanet of engineer details and ETA

09/11 23:19 Entanet advise VF CSC L2 Escalation Manager that this is not a VF cage and VF will need access to site and an access code. Customer will update asap.

09/11 23:42 Entanet provide access code to L2 Escalation Manager

09/11 23:50 L2 Escalation Manager contacts Entanet to check that a request has been raised to provide access to Telecity. Entanet provided the access code.

10/11 01:39 Entanet advised that field engineer had rebooted the ADVA and the link had restored. Entanet confirmed link was restored but asked to monitor the link as this is 2nd time the link has gone down in 6 weeks and multiple customers are impacted

10/11 08:02 Entanet requested full update and RFO

13/11 11:14 VF CSC confirmed with Entanet that link was up and this ticket would auto-close in 4 days

16/11 00:21 Review of ticket by Assure Quality Control advises that SLA breach was down to delay with IPD picking up the ticket and site access.

### Customer and Service Manager Highlighted Issues

1. Why did it take VF IPD so long to acknowledge the issue and get back in touch with Entanet with regards to some further information which was needed?

**A:** Following the previous incidents, Entanet were advised by VF that local working instructions would be implemented within their teams when we report faults against an interconnect. VF failed to implement these instructions within their teams which led to a delay in the case being handled. VF have now confirmed to Entanet, as of 23rd November, these instructions have been fully briefed to the teams potentially handling Entanet fault reports.

Incident Report: Vodafone Outage 09/11/2017

# Incident Report

## Vodafone Outage 09/11/2017

Report Date: 23rd November 2017



---

### 2. Why is there no further information as to the root cause?

**A:** With the VF equipment being in a crashed state when the engineer arrived at site, there was little to no information which could be retrieved from the device and instead, it was simply rebooted.

### 3. What further actions are being taken in light of recent issues?

**A:** The previous outages were related to a card issue within the chassis. The most recent outage related to an ADVA. The chassis issues are not related to the ADVA issues although they did unfortunately affect the same interconnect. They are therefore treated as isolated incidents that do not correlate to each other.

As only the last outage related to the ADVA itself, VF are not looking to proactively change this ADVA as there is at this point, no history of this AVDA being problematic. If a further outage were to occur on the ADVA, an automatic review of that ADVA would take place and this may result in it being swapped at that point.

**End of report**

Incident Report: Vodafone Outage 09/11/2017