

# Incident Report

## Outage 12/01/2018

Report Date: 16th January 2018



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### Introduction:

This report contains a breakdown and timeline of events for the incident which impacted Entanet services provided by TalkTalk and Virgin Media on the 12th January 2018.

### Description of Incident and Customer Impact

On the 11th January 2018 planned works commenced at 20:00 to install additional core equipment at our Scolocate pop site.

Following completion multiple devices were unreachable and the Technical Support Team started to receive reports into the desk regarding loss of service at 06:10 on 12th January.

We quickly ascertained that all of the unreachable devices were linked to a common location and from there identified a common routing configuration. Services remained offline until an Entanet engineer reconfigured network routing at 07:45 on the 12th January.

### Reason for Outage

The root cause of this incident has been attributed to installation of additional core equipment requiring unforeseen routing changes during planned engineering works within our Scolocate POP site.

### Resolution Details

Entanet engineers reconfigured network routing at the affected pop site to resolve the issue.

To prevent reoccurrence a review of infrastructure, including firmware versions, will be conducted.

### Ticket and Investigation Summary

12/01 06:23 Supplier contacted as to any outages/works affecting service

12/01 06:47 Fault reported from Entanet Support to NOC

12/01 07:13 NOC diagnose fault to lie with routing config

12/01 07:32 Router reboots seen to restore service to customers

12/01 07:45 Configuration changes made and service restored

12/01 10:08 Entanet requested full update and RFO

### End of report

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