

Incident Report

Outage 18/01/2018

Report Date: 08 February 2018



Introduction:

This report contains a high level breakdown and timeline of events for the incident which impacted Vodafone services on the 18th January 2018.

Description of Incident and Customer Impact

On the 18th January 2018 at approximately 12:30, Entanet's monitoring systems detected that multiple devices were unreachable and the Entanet service desk started to receive reports 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.

On discovering the outage was related to the same unit which resulted in an outage in November 2017, unit replacement was requested as opposed to another reboot. Services remained offline until a Vodafone engineer replaced the affected equipment at 17:00 on the 18th January 2018.

Reason for Outage

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

Resolution Details

Vodafone engineers replaced the device at the A-End to resolve the issue.

A health check has been requested to review all ADVA units with the view to prevent further hardware issues.

Ticket and Investigation Summary

18/01 12:30 Outage originated for Vodafone

18/01 13:12 Vodafone engineers dispatched to site

18/01 15:46 Vodafone engineers arrive on site, begin investigations

18/01 16:48 Calls originate into the helpdesk

18/01 17:00 Service resumed to all affected circuits

End of report

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