

Incident Report

Outage 25/01/2018

Report Date: 12 February 2018



Introduction:

This report contains a high level breakdown and timeline of events for the incident which impacted Vodafone services on the 25th January 2018.

Description of Incident and Customer Impact

On the 25th January 2018 at 18:45, 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 speaking with Vodafone the outage was linked to a wider outage affecting other carriers. Services remained offline until Vodafone fibre engineers repaired a broken fibre connection at 22:30 on the 25th January 2018.

Reason for Outage

The root cause of this incident has been attributed to a broken fibre link within Vodafone data centre cabinets.

Resolution Details

Vodafone engineers respliced the fibre to resolve the issue.

Ticket and Investigation Summary

25/01 18:45 Outage originated for Vodafone

25/01 19:03 Entanet made contact with Vodafone after initial diagnostics

25/01 19:25 Vodafone field engineer assigned, eta of 20:00

25/01 20:00 Field engineers arrive on site and begin investigations

25/01 21:34 Vodafone engineers locate a fibre break and begin work to restore service

25/01 22:30 Fibre connection successfully re-spliced

25/01 22:35 Service resumed to all affected circuits

End of report

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