

Interim Report - Vodafone Circuits Outage 26/03/2018

Report Date: 29 March 2018



Introduction:

This report contains a high level breakdown and timeline of events for the incident which impacted access to Vodafone circuits on the 26th March 2018.

Description of Incident and Customer Impact

On the 26th March 2018 at approximately 23:30, Entanet's monitoring system detected a large number of circuits became unreachable. We quickly ascertained this was away from the Entanet network and began discussions with the supplier to ascertain location and resolution steps.

On investigation it became apparent significant damage had been inflicted upon the fibre tube resulting in loss of service to over 300 Entanet circuits plus an unknown quantity of other supplier services. Connectivity was restored at 11:03 on 27th March 2018

Reason for Outage

The root cause of this incident has been attributed to a damaged fibre tube affecting multiple fibres.

Resolution Details

Vodafone engineers repaired fibre damage to restore service

Ticket and Investigation Summary

26/03 23:30 Alerting reports leased line outages

27/03 01:16 Vodafone identify an issue and arrange dispatch of engineers for further investigation

27/03 05:25 Vodafone engineers locate a fibre break

27/03 07:30 Vodafone fibre engineers expected on site

27/03 11:03 Connectivity restored to all Entanet services

End of Interim report

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