

# Incident Report - Vodafone Circuits

## Outage 26/03/2018

Report Date: 18 May 2018



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### Introduction:

After consultation with the supplier, 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 22:52, 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 to all services was restored by 11:03 on 27th March 2018

### Reason for Outage

The root cause of this incident has been attributed to multiple fibres cut within a tube.

### Resolution Details

Vodafone fibre engineers moved broken fibres to new available spare fibres to restore service

### Ticket and Investigation Summary

26/03 22:52 Alerting reports leased line outages and reported outage to Vodafone

26/03 23:09 Vodafone Customer Services engage 1st line team to investigate

26/03 23:26 Vodafone 1st line escalate to Transmission line team for further checks

26/03 23:34 Transmission line team link outage to a larger scale fault

26/03 23:47 Vodafone raise request for a Field Engineer to investigate from site

27/03 01:44 Vodafone Field Engineer arrives on site and provided loop test, clearing the alarm, later completing an ODTR test

27/03 02:32 Vodafone Field Engineers discover broken fibre as result of ODTR test, passed to fibre team

27/03 03:35 Vodafone engage fibre team to fix broken fibre

27/03 04:41 Fibre team acknowledge issue

27/03 04:50 Fibre team and Vodafone Field Engineer expect to reach site by 06:50AM

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27/03 07:34 Fibre team update report, multiple fibres broken and unable to resplice. A spare tube is located and engage with their planner team for confirmation

27/03 08:46 Fibre planner team confirm use of spare tube and fibre team move all fibre into spare tube

27/03 09:08 Alarm cleared and circuits restored

27/03 11:03 All circuits restored service

### Further questions

#### What actions have been identified to prevent the possibility of repeat failures?

Vodafone Field Engineers and Fibre Team splice fibres permanently to avoid repeated failures on the higher bearer.

#### What were the causes of delay to the resolution?

The delay was caused in engaging the Field Engineers, Field Engineer wen to tsite on 27/03 at 02:30 and did the loop testing and alarms got cleared. Field Engineer further performed OTDR and found one fibre is broken at the fibre tray while the other is fine. On close inspection of the tray it appears that one or more of the permanent/external fibres are broken. The field engineer shared the OTDR results to Vodafone NOC and confirmed Fibre services to deal.

Further the fibre team delayed due to traffic enroute to site.

### End of Incident report

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