

# Incident Report - Milton Keynes DSL

## Interim Report 21/06/2018

Report Date: 21 June 2018



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### Introduction:

This interim report contains a high level breakdown and timeline of events for the incident which impacted access for broadband services served in Milton Keynes on the 21st June 2018. A full report will be issued once investigations from the supplier conclude, this is estimated to be within 10 working days.

### Description of Incident and Customer Impact

On the 21st June 2018 at approximately 08:45, broadband users started experiencing packet loss and slow speeds on connections local to the Milton Keynes area. Investigations show loss of a supplier link resulted in a reduction of available bandwidth for consumers. Normal service returned by 11:00 on 21st June 2018.

### Reason for Outage

The interim cause of this incident has been attributed to a reduction of available bandwidth between Entanet and our supplier at Milton Keynes.

### Resolution Details

The session reformed between Entanet and supplier returning bandwidth to meet demands.

### Ticket and Investigation Summary

21/06 08:45 Customers in Milton Keynes experience constrained bandwidth

21/06 08:50 Issue raised with Entanet NOC

21/06 11:00 Normal service resumes to customers

### End of report

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