Incident Report
Vodafone Outage 21/11/2018
Report Date: 3rd December 2018

Introduction:

This interim report contains a breakdown and timeline of events for the incident which impacted Entanet services provided by Vodafone on the 21st November into the 22nd of November 2018.

Description of Incident and Customer Impact

On the 21st November 2018, at approximately 22:25, Entanet's monitoring systems detected that multiple devices were unreachable and the Technical Support Team started to receive reports into the desk 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. With more than one fault affected services remained offline until a Vodafone engineer repaired broken fibre at the A-end at 19:08 on the 22nd November.

Reason for Outage

The root cause of this incident has been attributed to broken fibre patches at the A-end.

Resolution Details

Vodafone Engineers spliced onto spare tubes and repaired a fibre patch at the A-End to resolve the issue.

Ticket and Investigation Summary

21/11 22:25 Entanet monitoring systems highlight

22/11 02:06 Vodafone CSC confirm fault and conducting investigations to locate issue

22/11 07:52 Vodafone CSC escalate the incident internally

22/11 09:44 Vodafone arrive at identified data centre to troubleshoot

22/11 10:51 Vodafone engineers identify a fibre break and engage with fibre engineers to locate and resolve

22/11 11:43 Vodafone planning engineers locate spare fibres to facilitate a temporary fix

22/11 13:15 Monitoring displays a large number of circuits start responding to polls

22/11 14:13 VF escalate and dispatch further engineers to investigate remaining offline circuits

22/11 15:19 VF fibre engineers work in conjunction with the data centre to locate the second fibre break

22/11 19:08 Remainder of circuits restore following a faulty fibre patch

End of report

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