

# Incident Report

## Broadband Disconnections 22/10/16

Report Date: 30th November 2016



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### Introduction:

This report details the incident of DSL services disconnecting on the 22nd October 2016 at approximately 11:30am.

### Series of events:

At approximately 11:30am on the 22nd October we experienced disconnections across numerous 21CN and 20CN broadband services. We started to receive reports by some users into our Support Desk and our agents proceeded with documenting cases and making the necessary internal escalation contacts aware.

This issue was communicated with our Head of Service and in turn to our CTO, who was already aware of the disconnections having occurred. Our engineers had been performing some housekeeping on some aggregated routes on the Interxion core which was not expected to be service affecting. However, it became apparent that during the process of implementing these route amendments, a number of customers were disconnected and unable to reconnect. This was corrected by our engineers who reverted the changes that had been made as soon as the symptoms became apparent, in order for the users who were offline to reconnect. We had confirmation that services started to be restored by 12:02pm.

We have since reviewed our change management process to ensure planned work such as this is captured.

We apologise for the delay in the production of this report and for any inconvenience or disruption caused by this incident. There were follow on issues experienced on the network which we had reason to suspect were related to this incident. This has proved not to be the case and as a result we are now able to issue this report.

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