



Technical Incident Report ELAN FR2106\_20141117-Interim

## Elan Telecom Technical Incident Report / FR2092 – 17/11/2014 - Interim

**Date of Incident:** 17/11/2014

**Priority:** Urgent

**Nature of Fault:** Call Failure

**Impact:** All Calls

**Level of Impact:** Intermittent Silent / Failure / Successful Calls

**Please note this incident report is an interim statement. Investigations into the root cause are still in progress with BT. Due to the severity of this issue an executive incident team at BT has been established and a thorough investigation and root cause analysis is in progress.**

**Further updates & amendments to this document (FR2092) will follow as BT provides more detail to the cause and their corrective actions.**

### Time Lines & Corrective Action:

**17/11/2014 08:05**

Receive initial report of a silent call, but test calls connect with no issues at this stage. We continue to perform call testing.

**17/11/2014 08:32**

Silent and Intermittent calls have now been detected. An internal investigation has been initiated.

**17/11/2014 09:05**

Engineering Team confirms that they can see calls failing, and an unusually high load of calls are observed to be arriving down our BT Interconnections and hitting our Session Border Controllers. A fault ticket is opened with BT and supporting data is collected.

**17/11/2014 10:00**

Engineering Team continues to investigate the issue, and gather supporting data; test calls continue to indicate silent, failure and successful calls. The incident is escalated to the Senior BT management team. BT confirms earlier reports that they are investigating a fault on their Network related to damage to infrastructure.

**17/11/2014 11:30**

Call testing continues and indicating more intermittent successful calls that were observed previously.

**17/11/2014 11:50**

Engineering Team observes all calls to be connecting successfully, again BT are chased for a response.

**17/11/2014 12:11**

Engineering Team confirms calls are failing again.

**17/11/2014 12:20**

Engineering Team identifies specific Points of Presence with the BT network are causing the issue. Corrective action is agreed to change the routing tables to remove these PoP'S.

Calls appear to be connecting as normal, and further testing is required.

**17/11/2014 12:30**

Engineering Team confirms blocking the route to BT Manchester SDIN PoP does indeed appear to resolve the issue and the change are made permanent to restore traffic. Further test calls are initiated.

**17/11/2014 13:30**

The changes we have made appear to have removed the issue from affecting us all test calls have so far connected. We await further updates from BT.

**17/11/2014 13:40**

BT confirms interim repairs to infrastructure now completed.

**18/11/2014 10:00**

BT confirms they are continue to investigate the issue and will update us once they have something further to report.

**18/11/2014 12:00**

This incident report will be updated in due course as and when more information is available.

