

Virgin Engineering Notes from MSO Affecting LD8

29th May 2019 between 00:25 - 13:35

- Overnight Bus Ops engaged MIM to advise of an incident impacting a number of customers, and found all the circuits terminated at Telecity.
 - TNMC were engaged and sourced engineers and confirmed a fibre break following OTDR testing.
 - MIM held a WebEx at 07:30 and confirmed the engineers were at Camden headend investigating the ODF positions, but all look to be intact on visual inspection.
 - ETA for Splicers to be confirmed, and once onsite they will break down the hard spliced fibres and test to locate exact break location.
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- ETA for the splicer has been given of 09:30, currently chasing to see if onsite.
 - Confirmed Sky are not impacted so removing from impact above.
 - TNMC are raising a 2nd task for another engineer to attend Brentford for assistance in testing the fibres.
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- Major Incident Management hosted a WebEx call at 09:30, with attendance from the OCM, TNMC, BusOps, Networks Dispatch, OPM and the Service Continuity Manager.
 - The TNMC reported to have found an additional associated Netcool alarm from overnight, confirming a loss to another Transmode System, T129, as of 00:22.
 - This Transmode System T129 only serves 4x Circuits, with no ACE Customers. BusOps are verifying whether these are live circuits as the Netcool status suggests otherwise.
 - A second Transmode Engineer has been requested to attend Brentford and carry out an OTDR test to confirm the fault is detected back at the Camden Hubsite.
 - In parallel, back at Camden the ERS Splicer arrived at 09:55.
 - The ERS Splicer is now in motion to break the hard-spliced fibres for T144 and OTDR test in both directions.
 - A further check point WebEx call has been scheduled for 10:30.
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- Currently, there are 2x workstreams in progress:
 - Transmode System T144
The VM Business Field Engineer and the ERS Splicer, at the Camden hubsite, continue to progress work to OTDR in both directions and the plan of action is to source spare fibres.
 - Transmode System T129
BusOps confirmed that this Transmode System serves only 2x live customers - E-Ilan Communications & Vannin Ventures.
- The VM Business Field Engineer arrived to Brentford at 10:15.

- The OTDR test was carried out back towards Camden and the event was detected at the same distance as the T144 Transmode System.
 - The OTDR tester has been left on to assist with the local testing at Camden.
 - Major Incident Management has scheduled a follow up call for 11:30.
 - We have just heard from Sky that at least 13 10gb circuits have just dropped for approx. 15 mins, now restoring
 - We are to continue collating and checking SLD's to confirm if related to this overall issue, or something separate.
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- As of 11:30, the current situation is that from the outbound OTDR conducted from Camden towards Telecity, an event was detected at 180metres. This still keeps it within the building vicinity. However, the ERS Splicer is at the first Pit Location outside of the building, testing for spares, back into the building.
 - In tandem, the VM Business Field Engineer is at the Camden hubsite to assist the testing from the Pit Joint and will confirm the same at the other end from the Haringey hubsite.
 - The TNMC advised that only 2x pair of fibres are required to restore service.
 - At this time, the TNMC report that they are confident spares will be sourced in order to restore service. Therefore, no additional cable for the 180metre stretch has been ordered.
 - It was also established that service comes into Camden on a 120f cable from Brentford, but leaves Camden on a 144f towards Telecity.
 - The TNMC has an ongoing technical bridge in progress.
 - Major Incident Management has scheduled a follow up call for 12:45.
 - Plan:
 - Fix Plan is to source 2x pairs of fibre to restore service - Work is in progress.
 - ERS Splicer is testing from the Pit Joint back to Camden.
 - The spares will also need to be identified at Haringey hubsite to complete the end to end switchover.
 - MIM to host webex call at 12:45.
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- As of 12:30, 2x pair of fibres were sourced at Camden.
 - As of 12:55, the VM Business Field Engineer arrived at Haringey to test the same back to Camden.
 - Once proven, these will be switched over to restore service.
 - Major Incident Management were made aware by the Central Hub team of an impacted CTIO circuit (CAL0320158), under P009367190, which is impacting all Agents in Sitel Manila.
 - The Agents have been de-registered from their phone system and are unable to log back into the Cisco Finesse system.
 - A further check-point call has been scheduled for 13:45.
 - Fix Plan is to source 2x pairs of fibre to restore service.
 - 2x Pair of fibres have been sourced at Camden.
 - A VM Business Field Engineer is now at Haringey to prove the same and carry out a switchover.
 - MIM to host webex call at 13:45.
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- As of 13:35, the VM Business Field Engineer had restored service to the T144 Transmode System, by utilising spare fibres between Camden and Haringey.
- Preliminary service checks have seen some customers to be back online and others still down.
- BusOps are currently in the process of going through each affected customer to check the service status. This list will then be shared with the OCM.
- The OCM has also engaged the DINMC to carry out trace routes on an example CAL Circuit, that is still offline and to investigate any contributing factor.
- As of 14:30, spare fibres for the second transmode system T129 has also been switched-over.
- Technical validations are in progress.
- The management bridge remains on-going.