

Service Disruption Report



Date: Monday 17th October 2016, 16:04 – 16:14

Duration: 10 minutes

Service Affected: Services Terminating on the M247 Network

Overview

As part of our standard traffic management activities, flows and capacity on the network are adjusted on a normally daily basis to optimise routing and ensure sufficient capacity is in place. In normal operation, this is a non service-affecting activity.

As part of these routine works, additional external link capacity on our network in London was brought online at 16:04 on the 17th of October 2016.

In this instance, a problem with these new links meant that we saw issues routing internally within our network, which had a knock-on effect over our network and customers routing to the internet.

Incident

At 16:04 the additional links to increase our capacity were brought online, and the engineer carrying out this work noticed immediately that this has started to cause an issue over the network and the work was rolled-back.

As a result, this meant that the underlying issue we saw lasted less than a minute - however this nature of the issue meant that our core routers had to fully re-converge their routing tables. This would see a “ripple” across the network where some services may have recovered sooner than others, depending on the customer, the services taken, and the location of these services.

Avoiding Future Recurrence

M247 is committed to providing a stable network to support the products and services that we offer. We are part way through conducting an internal review of the procedures for such works to ensure that this type of issue cannot occur again in the future.

M247 deeply regrets the disruption caused by this incident and we thank customers for their patience and cooperation during the outage. Please be assured that we are implementing all necessary changes to avoid a reoccurrence in future.