

Document ID: 937702  
Ticket Number: CNNXN020202  
Status: Pending  
Location: Boston  
Director: Barry Bonds  
VP: Bill Baldwin  
Service Type: Ethernet  
Outage Start Date/Time: 02 Sep 2018 02:02 GMT  
Outage End Date/Time: 02 Sep 2018 04:04 GMT  
Outage Duration: 2h 02min

### Summary Of Issue

On September 2nd, at 2:02 GMT, Boston reported that the Ethernet switches associated with the Boston serving area stopped passing traffic, impacting 2 residential customers and 12 business customers. This outage occurred during the resolution of a fallout issue linked to two new Ethernet switches. A level 2 provisioning specialist, in the course of addressing the fallout, inadvertently triggered the outage. This occurred when the specialist deleted 2 configurations from two Ethernet switch devices located in Boston and Billings. In the typical provisioning process, when an Ethernet switch falls out, automation fails during the initial provisioning attempts. In such cases, the standard procedure for a provisioning specialist is to verify residual configurations within the Ethernet switches and manually remove these configurations from both Ethernet switches.

Subsequently, the provisioning specialist manually rebuilds the correct configurations and synchronizes the configurations across the Ethernet switches to complete the provisioning process, thus resolving the fall out. However, in this particular instance, while attempting to manually address the Ethernet switch fallout, the existing and operational configurations from the two Ethernet switches located in Boston and Burlington were removed. Ethernet switch down ticket (CNNXN020202) came in at 2:02am on September 2nd for the first Ethernet switch. This ticket had 2 alarms for Ethernet switch down conditions in two locations.