

Incident Report

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Ticket Number	811964
Circuit Identifier	L2000251
Customer Name	Telco Allied Singapore Pte. Ltd.
Service Impact	Service Downtime
Date and Time Reported	First instance: January 2, 2025 at 02:30 AM Second Instance: January 2, 2025 10:48 PM Third Instance: January 6, 2025 02:25 AM Fourth Instance: January 6, 2025 3:35 PM
Date and Time Restored	First instance: January 2, 2025 02:55 AM Second Instance: January 3, 2025 03:30 PM Third Instance: January 6, 2025 02:50 AM Fourth Instance: January 6, 2025 04:10 PM
Duration of Service Impact	First instance: 25 minutes Second Instance: 16 hours, 42 minutes Third Instance: 25 minutes Fourth Instance: 35 minutes Total: 18 hours and 7 minutes
Cause of Service Impact	Multiple backhaul links went down due to high loss events.
Restoration Process	(1) RISE activated one link that we recently acquired to restore services but occasional flapping occurred due to congestion (2) In parallel, our local loop provider re-spliced the affected links that were monitored with high losses.

Responsible Internet Sustainability Effort Inc.

6th floor, Crown 7 Building, Pope John Paul II Ave, Kasambagan, Cebu City, Cebu
5th floor, OPL Building, 100 C. Palanca St., Legaspi Village, Makati City, Metro Manila
hello@rise.ph | rise.ph



Confirmed by

RISE NOC

If you experience any issue with this service, please contact us at support@rise.ph or call your account manager and quote your customer name and the circuit identifier written above.

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