

# Incident Report

Ticket Number	812766
Circuit Identifier	L2000251
Customer Name	Telco Allied Singapore Pte. Ltd.
Service Impact	Service Downtime
Date and Time Reported	December 28, 2024, 02:10:00 PM
Date and Time Restored	December 29, 2024 20:15:00 PM
Duration of Service Impact	30 hours, 05 minutes
Cause of Service Impact	The local provider isolated the issue on a defective Card at Hong Kong side.
Restoration Process	The local provider re-assigned the circuit to another card/slot.
	Reason for the delay of restoration: The site is unmanned, there are no onsite personnel at that time.
Confirmed by	RISE NOC

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

---

## 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](mailto:hello@rise.ph) | [rise.ph](http://rise.ph)