



I N C I D E N T R E P O R T

Dear **GHL SYS PHILIPPINES INCORPORATED** ,
Please accept our apology for the downtime encountered on your subscribed service/s.

CUSTOMER INFORMATION

Ticket Number : 1093994
Incident Type : Network Outage
Site Affected : GHLSYS PHILS-B.A LEPANTO MAKATI CITY
Circuit ID : IC-AJZ-0487
Reported by : Jayson/HQ
Fault Reported Date/Time : Jul 12, 2013 / 03:16 PM
Fault Closed Date/Time : Jul 16, 2013 / 03:23 PM
Outage Date/Time : Jul 12, 2013 / 02:18 PM
Outage Resolved Date/Time : Jul 15, 2013 / 11:20 AM
Outage Duration : 69 hr(s). 2 min(s).

FAULT HANDLE BY

Admin OTRS / Edmund Tienzo

DEFINITION OF THE PROBLEM

ESCALATION - GHL SYSTEMS - ISDN IC-AJZ-0487 DOWN

CONTAINMENT/INTERIM ACTIONS

Here is the sample interim Actions.

REASON FOR OUTAGE

RFO: With frame far-end alarm at VAL-029 11/2 OMH port.

CORRECTIVE ACTIONS

Confirmed up by client as of 1100H 07/15/13 according to Ricky/CRFS. Link went up after ISDN normalization. RFO: With frame far-end alarm at VAL-029 11/2 OMH port.
Action Taken: ISDN insertion at client side.

PREVENTIVE ACTIONS

Here is the preventive actions.

RESTORATION DETAILS

2013-07-12 15:45:03	Reported link down by Jayson/HQ as of 1418H 07/12/13. No modem status and remote contact provided yet. On going checking.
2013-07-12 15:49:20	Sent email to client to provide modem status after reset and contact person in the remote office, including office hours for coordination.
2013-07-12 15:50:09	Upon checking, circuit is monitored with frame far-end alarm at VAL-029 11/2 OMH port.
2013-07-12 17:12:39	According to Jayson/HQ, modem status is with PMA-red, Line 1-steady green and Power-steady green. After reset, modem status is still the same.
2013-07-12 17:29:37	Ongoing testing on ICON network.
2013-07-12 18:19:47	ICON segment was tested good for 5 minutes. The case was already endorsed to NOC Wireline for checking of next segment after Valero node.
2013-07-12 18:28:38	According to NOC-Wireline, D-channel was monitored down. Upon ISDN insertion, D channel of the circuit went up, but upon normalization, it went down again. For checking at client side.
2013-07-12 18:58:50	As agreed with Jayson/HQ, the case is for joint testing with their vendor on Monday 1000H 07/12/13. To inform Ricky/CRFS.
2013-07-12 20:06:22	Already informed Ricky/CRFS regarding the joint testing on Monday 07/15/13 around 1000H. Sent email with client for access pass creation, if needed.
2013-07-12 20:54:38	Jayson/HQ, already acknowledge request for access pass creation.
2013-07-13 04:49:10	The schedule of joint testing is on July 15,2013 1000H. Advise the client to inform us once the access approved.
2013-07-14 07:25:48	Sent a follow up email to Jayson/Client regarding the Access Pass for the joint testing on 7/15/2013.

2013-07-16
15:23:03

Confirmed up by client as of 1100H 07/15/13 according to
Ricky/CRFS. Link went up after ISDN normalization. RFO:
With frame far-end alarm at VAL-029 11/2 OMH port. Action
Taken: ISDN insertion at client side.