Less Than 30 Days of Installation with Troubles

From March 13, 2013 to April 12, 2013

Affected Site	**DPWH-BORONGAN EASTERN SAMAR**
Service/Circuit ID	**IC-AIZ-4792**
Activation Date	**03/15/2013**
Circuit Maturity	**9 Days old from first outage**
Project Engr	**D_LEAD**
Status	**NEW ACTIVATION**

Ticket Id	Rcvd Date/Time	Trouble Reported	Close Date/Time	Duration(in minutes)	Pending Time(in minutes)	Reason For Outage	Last Action Taken	Aging(in days)
1064904	03/24/2013 09:35:02	RE: DPWH Borongan >>> LOS at OMH > IC-AIZ-4792	03/28/2013 09:36:40	5762	0	No current and historical at circuit trail		9

Affected Site	**GT-MANDALUYONG HOST/SWITCH**
Service/Circuit ID	**IC-AIZ-7253**
Activation Date	**03/22/2013**
Circuit Maturity	**14 Days old from first outage**
Project Engr	**JCJ**
Status	**NEW ACTIVATION**

Ticket Id	Rcvd Date/Time	Trouble Reported	Close Date/Time	Duration(in minutes)	Pending Time(in minutes)	Reason For Outage	Last Action Taken	Aging(in days)
1067512	04/05/2013 13:16:27	RE: HCCA Direct Internet Service ID : IC-AIZ-7253	04/06/2013 19:00:11	1784	0	Defective batteries due to power fluctuation at ONE CAMPUS node	Network outage already restored after the replacement of battery	14

Affected Site	GT-6750
Service/Circuit ID	IC-AIZ-7026
Activation Date	04/02/2013
Circuit Maturity	6 Days old from first outage
Project Engr	DPR
Status	NEW ACTIVATION

Ticket Id	Rcvd Date/Time	Trouble Reported	Close Date/Time	Duration(in minutes)	Pending Time(in minutes)	Reason For Outage	Last Action Taken	Aging(in days)
1067860	04/08/2013 06:54:15	Link Down | FAMILY MART-GLORIETA 3 WIZ HOTSPOT | IC-AIZ-7026	04/08/2013 15:10:19	496	452	No trouble found on TSC side, pingtest was good	No trouble found on our side and Circuit is tested good and pingtest was okay, problem is on GTS side. Per Mariel/GTS circuit has trail of CTU-R-->Firewall-->accesspoint and the problem is on firewall. GTS field support will eliminate the firewall(CTU-R-->accesspoint)	6

Affected Site	ONE NETWORK BANK-ISULAN SULTAN KUDARAT
Service/Circuit ID	IC-AIZ-7113
Activation Date	03/21/2013
Circuit Maturity	16 Days old from first outage
Project Engr	JSL
Status	NEW ACTIVATION

Ticket Id	Rcvd Date/Time	Trouble Reported	Close Date/Time	Duration(in minutes)	Pending Time(in minutes)	Reason For Outage	Last Action Taken	Aging(in days)
1067713	04/06/2013 10:56:12	Pls generate TN for ONB-Isulan Branch	04/07/2013 13:15:08	1579	0	With Rx signal is AIS alarm at trunk	Confirmed up by Jason of HQ. RFO: With Rx signal is AIS alarm at trunk AT: Rerouted to other trunk	16

Affected Site	AVIDA-UP TECHNOHUB QUEZON CITY
Service/Circuit ID	IC-AIZ-7275

Activation Date	03/28/2013
Circuit Maturity	*7 Days old from first outage*
Project Engr	*JCJ*
Status	*NEW ACTIVATION*

Ticket Id	Rcvd Date/Time	Trouble Reported	Close Date/Time	Duration(in minutes)	Pending Time(in minutes)	Reason For Outage	Last Action Taken	Aging(in days)
1067339	04/04/2013 19:28:52	IC-AIZ-7275 monitored flapping	04/07/2013 17:58:30	4230	0		Incident will treated as an activity related since circuits were relocated and still under implementation team. Incident will be treated as valid if incident will happen after seven days once site was relocated.	7

Affected Site	***AYALALAND-UPTECHNOHUB QUEZON CITY***
Service/Circuit ID	*IC-AIZ-7479*
Activation Date	*03/28/2013*
Circuit Maturity	*7 Days old from first outage*
Project Engr	*JCJ*
Status	*NEW ACTIVATION*

Ticket Id	Rcvd Date/Time	Trouble Reported	Close Date/Time	Duration(in minutes)	Pending Time(in minutes)	Reason For Outage	Last Action Taken	Aging(in days)
1067348	04/04/2013 19:29:36	IC-AIZ-7479 monitored flapping	04/07/2013 17:58:29	4229	0		Incident will treated as an activity related since circuits were relocated and still under implementation team. Incident will be treated as valid if incident will happen after seven days once site was relocated.	7

Affected Site	**TRAVELLERS-VETERANS COMPLEX TAGUIG**
Service/Circuit ID	*IC-AIZ-6596*
Activation Date	*03/26/2013*

Circuit Maturity   **7 Days old from first outage**

Project Engr   **JCJ**

Status   **NEW ACTIVATION**

Ticket Id	Rcvd Date/Time	Trouble Reported	Close Date/Time	Duration(in minutes)	Pending Time(in minutes)	Reason For Outage	Last Action Taken	Aging(in days)
1066554	04/02/2013 08:28:37	Fw: AsianTiger-RWM is DOWN	04/07/2013 09:44:28	7276	755	Erroneous Sun Valley to New world port	Merged Ticket 1068068 to 1066554.	7

Affected Site   **GT-MANDALUYONG HOST/SWITCH**

Service/Circuit ID   **IC-AIZ-7413**

Activation Date   **03/28/2013**

Circuit Maturity   **7 Days old from first outage**

Project Engr   **JCJ**

Status   **NEW ACTIVATION**

Ticket Id	Rcvd Date/Time	Trouble Reported	Close Date/Time	Duration(in minutes)	Pending Time(in minutes)	Reason For Outage	Last Action Taken	Aging(in days)
1067340	04/04/2013 19:29:00	IC-AIZ-7413 monitored flapping	04/07/2013 17:58:29	4229	0		Incident will treated as an activity related since circuits were relocated and still under implementation team. Incident will be treated as valid if incident will happen after seven days once site was relocated.	7

Affected Site   **APMC-GLORIETTA IV**

Service/Circuit ID   **IC-AIZ-7173**

Activation Date   **03/30/2013**

Circuit Maturity   **5 Days old from first outage**

Project Engr   **JCJ**

Status   **NEW ACTIVATION**

Ticket Id	Rcvd Date/Time	Trouble Reported	Close Date/Time	Duration(in minutes)	Pending Time(in minutes)	Reason For Outage	Last Action Taken	Aging(in days)
1067341	04/04/2013 19:29:00	IC-AIZ-7173 monitored flapping	04/07/2013 17:58:28	4229	0		Incident will treated as an activity related since circuits were relocated and still under implementation team. Incident will be treated as valid if incident will happen after seven days once site was relocated.	5

Affected Site **AMICASSA-UPTECHNOHUB QUEZON CITY**

Service/Circuit ID **IC-AIZ-7182**

Activation Date **03/30/2013**

Circuit Maturity **5 Days old from first outage**

Project Engr **JCJ**

Status **NEW ACTIVATION**

Ticket Id	Rcvd Date/Time	Trouble Reported	Close Date/Time	Duration(in minutes)	Pending Time(in minutes)	Reason For Outage	Last Action Taken	Aging(in days)
1067343	04/04/2013 19:29:09	IC-AIZ-7182 monitored flapping	04/07/2013 17:58:30	4229	0		Incident will treated as an activity related since circuits were relocated and still under implementation team. Incident will be treated as valid if incident will happen after seven days once site was relocated.	5

Affected Site **GT-MANDALUYONG HOST/SWITCH**

Service/Circuit ID **IC-AIZ-7310**

Activation Date **03/27/2013**

Circuit Maturity **8 Days old from first outage**

Project Engr **JCJ**

Status **NEW ACTIVATION**

Ticket Id	Rcvd Date/Time	Trouble Reported	Close Date/Time	Duration(in minutes)	Pending Time(in minutes)	Reason For Outage	Last Action Taken	Aging(in days)
1067346	04/04/2013 19:29:36	IC-AIZ-7310 monitored flapping	04/07/2013 17:58:30	4229	0		Incident will treated as an activity related since circuits were relocated and still under implementation team. Incident will be treated as valid if incident will happen after seven days once site was relocated.	8

Affected Site   **PIESI-UP TECHNOHUB QUEZON CITY**

Service/Circuit ID   **IC-AIZ-7093**

Activation Date   **03/31/2013**

Circuit Maturity   **4 Days old from first outage**

Project Engr   **JCJ**

Status   **NEW ACTIVATION**

Ticket Id	Rcvd Date/Time	Trouble Reported	Close Date/Time	Duration(in minutes)	Pending Time(in minutes)	Reason For Outage	Last Action Taken	Aging(in days)
1067342	04/04/2013 19:29:09	IC-AIZ-7093 monitored flapping	04/07/2013 17:58:30	4229	0		Incident will treated as an activity related since circuits were relocated and still under implementation team. Incident will be treated as valid if incident will happen after seven days once site was relocated.	4

Affected Site   **DPWH-SINDALAN PAMPANGA**

Service/Circuit ID   **IC-AIZ-4683**

Activation Date   **03/18/2013**

Circuit Maturity   **23 Days old from first outage**

Project Engr   **HOL**

Status   **NEW ACTIVATION**

Ticket Id	Rcvd Date/Time	Trouble Reported	Close Date/Time	Duration(in minutes)	Pending Time(in minutes)	Reason For Outage	Last Action Taken	Aging(in days)
1068456	04/10/2013 14:28:04	Down Site MPLS - DPWH Regional Office 3	04/11/2013 11:31:07	1263	0	With historical frequency difference at QMH port 21/2 DAU-06	Confirmed up with Micheal/HQ. NO action done on GT side. RFO: With historical frequency difference at QMH port 21/2 DAU-06.	23