



Less Than 30 Days of Installation with Troubles

From March 16, 2013 to April 15, 2013

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		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)
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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
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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)
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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
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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 **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)
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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
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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)
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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
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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)
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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
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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

Affected Site **GT-CABADBARAN**

Service/Circuit ID **IC-AIZ-7114**

Activation Date **03/19/2013**

Circuit Maturity **24 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)
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1069023	04/12/2013 14:15:02	Re: please generate ticket for onb cabadbaran	04/12/2013 18:38:37	264	0	Cut dropwire at remote site.	Circuit is confirmed up by Nathaniel Gregorio/HQ as of 1615H 04-12-2013. RFO: Cut dropwire at remote site. Action taken: Respliced 1 span cut dropwire dropwire	24
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Affected Site **CITIGROUP-BGC TAGUIG**

Service/Circuit ID **IC-AIZ-6675**

Activation Date **03/19/2013**

Circuit Maturity **22 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)
1068470	04/10/2013 14:47:25	CITIGROUP BUSINESS PROCESS SOLUTIONS PTE LTD IC-AIZ-6675	04/11/2013 14:20:31	1413	0	With historical link fail alarm seen at CITI_NET BG20 facing customer	TSC advised Jerhic/CITI, RFO: With historical link fail alarm seen at CITI_NET BG20 facing customer. Alarm came clear before isolation.	22