Less Than 30 Days of Installation with Troubles

May 7, 2013

Affected Site	**CITIGROUP-BGC TAGUIG**
Service/Circuit ID	**IC-AIZ-6675**
Activation Date	**04/07/2013**
Circuit Maturity	**3 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)
1075419	05/06/2013 09:53:06	Requesting RFO - CITIGROUP-BGC TAGUIG	05/07/2013 06:30:52	1238	0	With historical LOS alarm at NET5-3-01 I4-5 facing CITI_NET-6-01 customer equipment		29

Affected Site	**GT-LAHUG CEBU INTERNET DIRECT**
Service/Circuit ID	**IC-AIZ-7566**
Activation Date	**04/21/2013**
Circuit Maturity	**2 Days old from first outage**
Project Engr	**HCM**

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)
1072008	04/23/2013 04:59:06	Link down IC-AIZ-7566 ACS PHILS-CEBU GIX	05/07/2013 14:16:25	20717	0	Routing configuration mismatched	Circuit confirmed working by Suraj via email. Confirmed also by Mr. Charlie. RFO: Routing configuration mismatched Action Taken: NOC modified route policy to default route only.	2

Affected Site   ***GT-SANTIAGO ISABELA***

Service/Circuit ID   ***IC-AIZ-6372***

Activation Date   ***04/16/2013***

Circuit Maturity   ***16 Days old from first outage***

Project Engr   ***JRB***

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)
1074459	05/02/2013 08:52:50	Link Down	05/07/2013 14:18:22	7526	6183	Defective modem.	Confirmed up by Rey/client after our field engineer replaced defective modem. Circuit went up at around 1700H per Rey.	16

Affected Site   ***DPWH-BONTOC MT. PROVINCE***

Service/Circuit ID   ***IC-AIZ-4770***

Activation Date   ***04/29/2013***

Circuit Maturity **_1 Days old from first outage_**

Project Engr **_ATB_**

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)
1075392	05/06/2013 08:51:25	Link down	05/07/2013 20:33:35	2142	733	With historical AIS and BER alarm on Bontoc to Tarlac trunk.	Confirmed up by Paz Claver/rem as of 0800H 05/7/2013. RFO: With historical AIS and BER alarm on Bontoc to Tarlac trunk. AT: Alarm just came cleared.	7