



Reason for Outage (RFO) Report

Trouble Ticket #: TTN-0001048927
Customer Ticket #: N/A
Event Start: May 10, 2016 – 3:31 PM CDT
Event Completion: May 10, 2016 – 4:20 PM CDT
Duration: 49 minutes
Services Impacted: Wikimedia Foundation, Inc. - OGYX/120003//ZYO

Outage Summary: [all times below are in CDT]

On May 10, 2016 at 3:31 PM, Wikimedia Foundation, Inc. contacted the Zayo Network Control Center (“NCC”) to report Optical circuit OGYX/120003//ZYO down hard. The Zayo NCC immediately began to investigate. Initial alarm logs indicated the Carrollton port was showing Low Receive from customer. The Dallas port had a BDI (Backward Defect Indication) present. A term loop was placed on the Dallas port which cleared the standing BDI. Once the loop was removed the incrementing errors on the Carrollton port stopped. The customer was then contacted to confirm service had restored.

Root Cause:

Incrementing errors causing outage. Zayo NCC performed a series of loop testing on ports thus bouncing port which cleared the incrementing errors and restoring service.