
30/04/2021

Dear Customer,

Colt aims to provide a reliable service experience for our customers. We understand that there may be occasions when your service is affected by a fault and it is our priority to stabilize your service as soon as possible

The enclosed document has been produced to provide a timeline of events from the fault ticket you have recently raised with us. In this document, you will find the investigations carried out, and the actions taken to resolve the fault.

Where possible, we will also try to advise you of any additional measures taken to prevent future occurrences of this nature.

Yours sincerely,
Colt Customer Service Operations

Incident Report for <Customer name>

Account Number:	12345
Order Number:	123456789
Colt Incident Ticket Reference:	1-0123456789
Colt incident report request Reference:	1-1234567890
Service Reference and Product Type	LON/LON/LE-12345, Colt Wave International

Incident Summary

Date/Time Ticket Created:	25/04/2021 18:00
Date/Time Service Restored:	25/04/2021 18:39
Service SLA for Fault Resolution:	8 hours
Fault Duration: (Service Impacted Time) (Excluding customer delay)	39 minutes
Customer delay:	0 minutes
Escalation Level	Five

Customer Impact

Customer's Colt Wave International service was down.

Root cause

Customer's services were impacted as the scheduled maintenance (CRQ 1-1234567890) in Colt network in Oostende, Belgium overran by 39 minutes (18:00 to 18:39, 25/04/2021).

The maintenance was scheduled from 10:00 to 18:00, 25/04/2021 to improve the attenuation on the subsea cable between UK and Belgium, however due to the degradation on the fibres one of the optical wavelengths did not come up and customer services remained down even after the maintenance window was over.

Resolution

Colt fibre team used another fibre pair on the new cable and Colt 3rd level team increased the threshold values of Raman amplifier which restored the impacted wavelength. This is a permanent fix.

Corrective Measures taken to avoid same Outages in the Future

No.	Description	Owner	Target Date	Status
1	Colt fibre team used another fibre pair on the new cable and Colt 3rd level team increased the threshold values of Raman amplifier which restored the impacted wavelength.	Colt Resolution teams	25/04/2021	Completed

Incident Resolution Detail (all timelines in CEST)

Fault was found in Colt network.

On 25/04/2021, a planned maintenance (CRQ1-1234567890) was scheduled from 10:00 to 18:00, 25/04/2021 in Colt network in Oostende, Belgium to improve the attenuation on the subsea cable between UK and Belgium.

The customer was notified via <customer email addresses>;

25/04/2021 18:00 Colt resolution team proactively identified that the maintenance window for the scheduled maintenance (CRQ1-1234567890) was over, however one of the optical wavelengths did not recover and customer services over the wavelength were remain impacted.

25/04/2021 18:30 Colt resolution team was investigating the issue along with the fibre and Colt third level technical support teams.

25/04/2021 18:39 All impacted customer services were restored. Colt fibre team identified degradation on the fibre due to which the impacted wavelength was not coming up. Fibre team used another fibre pair on the new cable and Colt 3rd level team increased the threshold values of Raman amplifier which restored the impacted wavelength.