



Post Incident Review

Issue 1 Date: 13/01/2012

75-15765: Core Network Routing Issue

History Items Posted to Website During Incident

16:45 13th January 2012

Our engineers have now returned from our two London data centres and are writing up their reports which in summary will indicate that one of our VMB (Virgin Media Business) links was experiencing intermittent excessive packet loss with such frequency that it was causing other devices on the failover and load shared circuits to "re-converge" with such frequency that they were causing problems on the BT, Global Crossing and NEOS circuits. The engineers report will seek to address with VMB why this happened and how we can mitigate against this occurring again. We apologise for this outage which will have affected most of our customers for about one and a half hours on a busy day.

13:36 13th January 2012

We believe that the problem causing the major outage earlier today has been resolved. We will continue to monitor this and apologise for the inconvenience that has been caused.

11:32 13th January 2012

We are currently experiencing a major outage across all services and platforms. Our engineers are currently at our London data centres investigating this issue.

Please accept our apologies for this inconvenience. We will update you as soon as possible.