

CONTENT OF NOTICE

SECTION 2

A. Initial Notice to the Regulatory Authority

The Initial Notice required to be provided to the Regulatory Authority shall include the following information:

1. the name of the telecommunications carrier; Digicel and BTC
2. the date of the notice; March 04 2020
3. the name, position, and 24x7 contact information of the person completing the notice or other responsible persons familiar with the situation; Andy Owen, Technical Director, (441) 500-0721
4. the date and time of onset of outage; ; 15:35pm March 03 2020
5. a brief description of the problem;
At 15:35 March 03 2020, all session border controller (SBC) connected SIP trunks failed. Depending on the type of call the customer was trying to make, offnet calls were not connected successfully. This has also affected all on-net traffic that uses the SBC such as Digicel Mobile/Landline to OneComm, Digicel Mobile to Digicel FTTx, Digicel FTTx to all mobiles. All calls to on-net SIP carriers were also failing (OneComm, Link etc). Calls to BTC from Digicel were working successfully as these are SS7. Voicemail and Mobile ILD were also unaffected.
6. the particular services affected; SBC connected SIP trunks off net voice and mobile voice services
7. the geographic area affected by the outage: Bermuda

B. Final Notice to the Regulatory Authority

Any Final Notice provided to the Regulatory Authority shall include all of the information from the Initial Notice, and the following information:

1. all information that was not contained in, or has changed from that provided in the Initial Notice; and
At 17:58pm March 03 2020, all services were restored as normal. The right resources and level of resources has been in place to deal with this incident since the outage.
2. a description of the actions taken by the telecommunications carrier to correct the cause of the outage and to prevent its recurrence.
It was caused by a failure of the dark fiber that carries these SIP trunks. The direct cause of the issue was a pinched patch panel fibre in the prospect container. The work was being carried out on March 03 2020 below the patch panel, and the engineer on site working the incident has indicated the fibre was already in a pinched state when he discovered it and that vibrations from the work today, probably caused the pinched fibre to fail. The patch panel fibre has been replaced to correct the cause of the outage and to prevent any future recurrence.