

Verizon October Fiber Cut

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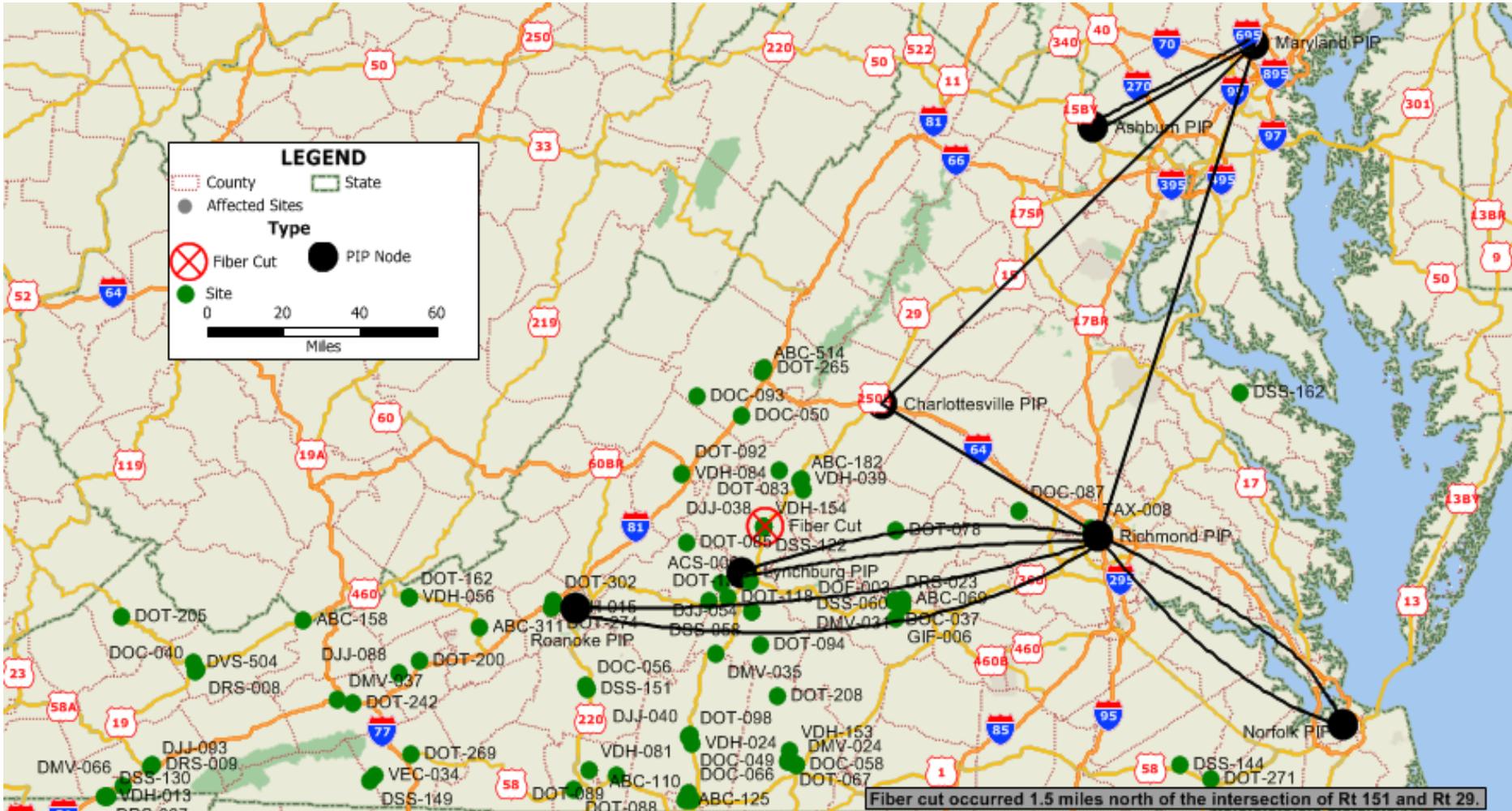


• Overview

- 84-site MPLS outage detected at 1:58 p.m., Oct. 25
- Bridge opened with Verizon – 2:23 p.m.
- Determined fiber cut occurred between Lynchburg – Amherst, 2:45 p.m.
- Re-route of 34 circuits complete – 4:40 p.m.
- Restoration of 45 circuits – 8:19 p.m. (total outage time was 6 hours, 21 minutes)
- Remaining 5 sites resolved approximately 10 a.m., Oct. 26

• Summary root-cause analysis

- Caused by local power company using auger to replace damaged power line poles from Hurricane Irene
- Part of the Verizon Business Long Distance Transport Network



**Agencies with largest number of circuits impacted:
VDOT, DOC, ABC, DSS, VDH, DJJ, DMV, DRS**

Network resiliency

- There are seven private IP (PIP) nodes
 - Richmond, Ashburn, Norfolk, Lynchburg, Roanoke, Charlottesville and Relay, MD.
- During MPLS network transformation, Verizon added nodes to PIP network
- PIP nodes fully redundant with alternate fiber paths between nodes
- Most carriers have two or fewer nodes per state in the southeast
 - AT&T has only two that support Virginia area – one in Richmond, one in D.C.

Areas of focus to drive improvements

- Verizon prioritizing tickets during catastrophic events for added focus
- Verizon committed to night/weekend dispatches for critical circuit outages
- Verizon management set up twice daily reports of open tickets and monitoring supplier responsiveness
- Notifications and escalations to upper management and suppliers are more frequent on long duration tickets

IT Partnership focused on network resiliency and incident management practices to reduce time to repair