

**Rodent Damage to Fibre at 185 The West Mall**  
**March 10<sup>th</sup>, 2015**  
**CDS Ticket Number: Master 36838**

**Failure Overview:**

|                       |  |
|-----------------------|--|
| Services Affected:    | Internet, MetroLan and WDM Services  |
| Location:             | 185 The West Mall Hub Site   |
| Event Start Time:     | 03/10/2015, 3:30:31 PM EST   |
| Impact to Customers:  | Services are Hard Down   |
| Total Time to Repair: | Approximately 14 Hours and 00 Minutes  |
| Event Summary:        | CDS started receiving alarms indicating a Major Incident (MI) followed by several customer calls with services hard down at 3:30 PM. Fibre crews were called for dispatch and alarms started increasing indicating more services being impacted as time went on. CDS Field services identified where the damage likely would be after performing standard testing. Unfortunately there was no visible damage within this area and crews had difficulty finding handwell's to further identify where the damaged area was. Once located, fibre crews initiated splicing to repair damage. |

**TTR Violation:**

No

**Root Cause**

Fibre damage was caused by a rodent chewing on cable.

**INCIDENT DETAILS:**

|                         |  |
|-------------------------|--|
| March-10-15 3:30:31 PM  | CDS NOC surveillance receives multiple alerts for circuits down.   |
| March-10-15 3:56:17 PM  | CDS NOC is investigating the source of the incident. CDS Field Services is dispatched to Horner Hub to shoot suspected fibres.   |
| March-10-15 4:14:26 PM  | CDS NOC is preparing a customer update. CDS Field Services arrives and is preparing to shoot the fibres.   |
| March-10-15 4:31:43 PM  | CDS NOC suspects the break to be close to 185 The West Mall, based on similarities between failed services. CDS NOC dispatches our Fibre Contractor to our West Mall hub to assist in locating the damage.             |
| March-10-15 5:11:19 PM  | CDS NOC is working with our fibre implementation team to determine impact.   |
| March-10-15 6:09:18 PM  | CDS Field Services and the Fibre Contractor are still trying to isolate the break. NOC receives further alerts that two of our WDM network links are down. Fibre is degrading affecting more customers as time passes. |
| March-10-15 7:16:43 PM  | Fibre contractor has confirmed the break to be 100 meters from P2, 185 West Mall. They suspect the break to be just outside the building.  |
| March-10-15 8:26:51 PM  | The Fibre Contractor team is working to locate a handwell outside of the building to determine where the fibre can be cut and spliced from.  |
| March-10-15 9:35:04 PM  | Fibre Contractor is still working on locating the damage. They had to spend time locating a handwell on Paxman which was hidden in a bush and snow.  |
| March-11-15 12:22:41 AM | Fibre damage was identified, and the Fibre crew is now working on the repair. ETR is 7:00 AM. Fibre cut was identified as squirrel related.  |
| March-11-15 2:41:40 AM  | Fibre Contractor is well underway. New cable has been placed and splicing has begun.   |
| March-11-15 5:29:25 AM  | Our Fibre Contractor has confirmed that all fibres have now been spliced.  |
| March-11-15 5:42:40 AM  | Fibre crew called in to confirm all fibre work has been completed. All customers have been notified that their circuits/services have been restored.   |

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**Recovery Action Taken:**

- ✚ CDS immediately engaged our Fibre Contractor and Field Services Teams to investigate the fibre break.

**CDS Follow-up Items:**

- ✚ Update internal CDS "As-built" diagrams
  - Completed