



PCCW Global

Latest CRV Updates and CRV
Network Yearly Service Review
2020_CRV OG/8

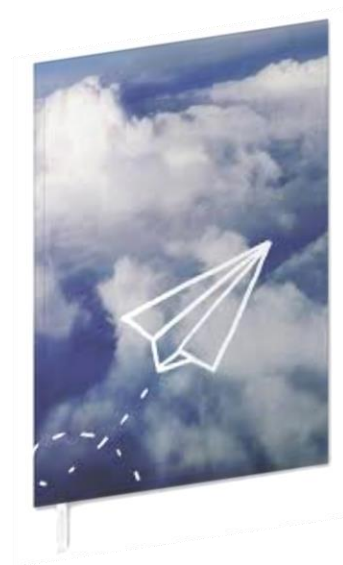
- Bowie Lam and Lorraine Kwan

17-19 May 2021

HKT Here To Serve a PCCW Group member

Agenda

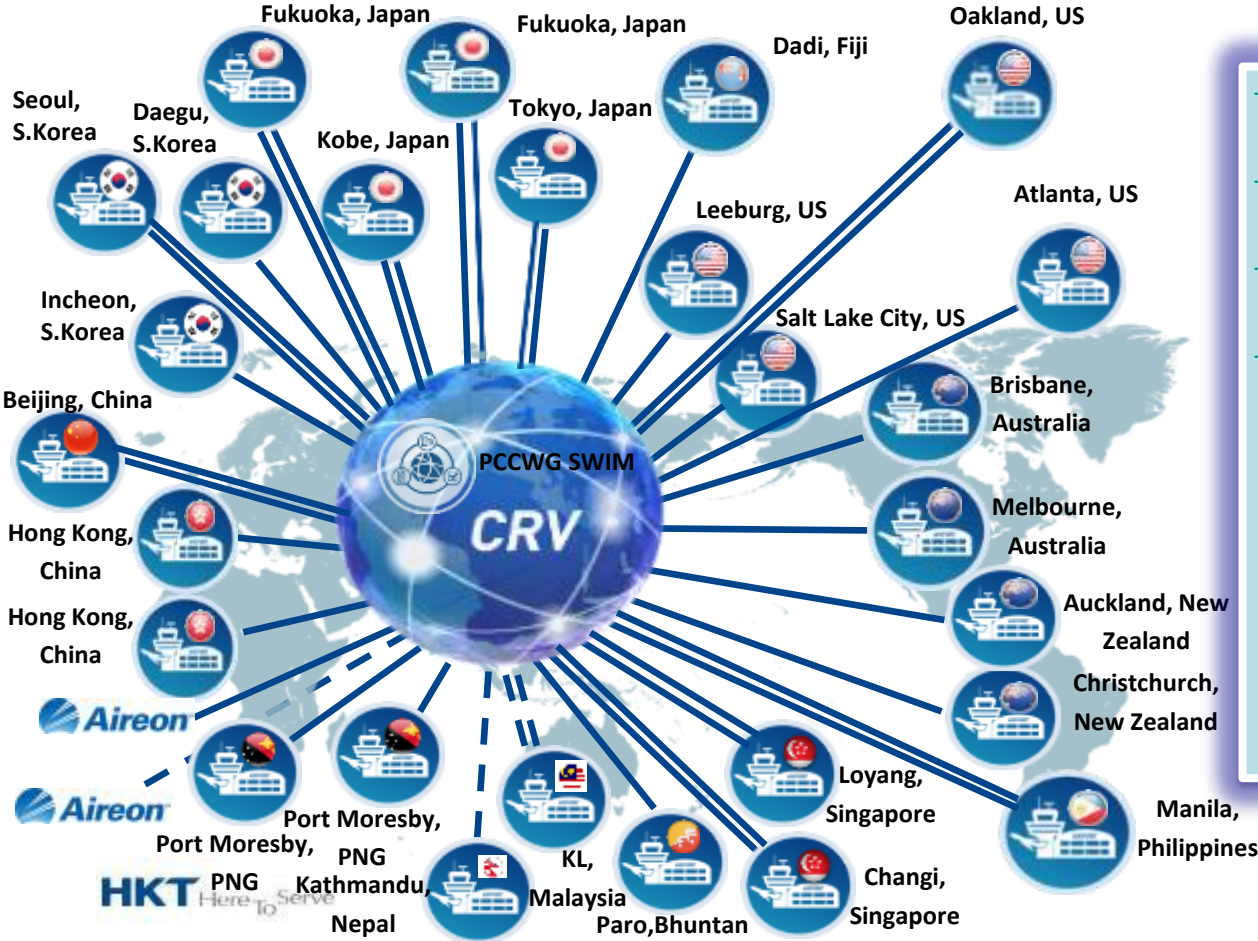
- Latest CRV Updates
- CRV Network Yearly Service Review 2020



Latest CRV Updates

- Bowie Lam





- 38 links are in 26 cities with different CRV packages, A, B+, C+, C and D.
- 2 service providers are in the CRV network.
- 4 links (A, B+, C) are under implementation
- 8 cities plan to join CRV in 2021
 India _ Mumbai,
 Indonesia _ Jakarta,
 Indonesia _ Makassar,
 Thailand _ Bangkok,
 Russia _ Moscow,
 Russia _ Khabarovsk,
 New Caledonia,
 French Polynesia

(1) CRV Standard Agreements (Agreed with ICAO, OG CRV and PCCWG)

- Please allow PCCWG Legal enough time to review the amended agreement or additional clauses suggested by the respective state.

(2) CRV Start Billing Date

- Billing starts once the installation is completed.
- Each respective state is required to communicate clearly with the counter-part before the provision of the circuit and NID.
- PCCWG shall not bear any responsibility on States' partnership application and agreement negotiation with their counter-part.

(3) CRV program end date is on 31 December 2027

- Standard CRV contractual period is 5 years , all authorities should join CRV network before 31 December 2022.
- Additional charges may apply to new users with billing start date later than 31 December 2022.



CRV Network Yearly Service Review 2020_CRV OG/8

- Lorraine Kwan

#	Administration	City	Package	PCCW Order Ref.	Circuit ID	Port Speed
1	Australia	Brisbane	C	SR144698	BNE(PCG) IP007485	2M
	Australia	Melbourne	C	SR144702	MEL(PCG) IP007486	2M
2	Fiji	Nadi	D	SR143171	NAD(PCG) IP007484	1M
3	New Zealand	Auckland	C	SR145774	AUC(TNZ) IP00748	1M
	New Zealand	Christchurch	C	SR145779	CHC(TNZ) IP007483	1M
4	US	Atlanta	C	SR144764	ATL(PCG) IP007611	2M
	US	Oakland	A	SR144737 SR144740	OAK(PCG) IP007608 OAK(PCG) IP007609	2M
	US	Salt Lake City	C	SR144756	SLC(PCG) IP007610	2M
5	Aireon	Leesburg_US	C	SR175721	WAS(PCG) IP008578	1M

#	Administration	City	Package	PCCW Order Ref.	Circuit ID	Port Speed
6	Japan	Tokyo	A	SR134780 SR134782	TOK(PCG) IP007068 TOK(PCG) IP007069	2M
	Japan	Fukuoka	A	SR134784 SR134786	FUK(PCG) IP007070 FUK(PCG) IP007071	2M
	Japan	Fukuoka	A	SR167387 SR167390	FUK(PCG) IP008382 FUK(PCG) IP008383	1M
	Japan	Kobe	A	SR178200 SR178203	KOB(PCG) IP008573 KOB(PCG) IP008574	1M
7	Philippines	Manila	A	SR141177 SR141179	PAY(PCG) IP007263 PAY(PCG) IP007264	2M
8	Hong Kong	Hong Kong #1	C	SR142405	HKG(PCG) IP007315	2M
	Hong Kong	Hong Kong #2	C	SR142411	HKG(PCG) IP007316	2M
9	Republic of Korea	Seoul	A	SR158018 SR158021	SEL(PCG) IP007995 SEL(PCG) IP007996	2M
	Republic of Korea	Incheon	C+	SR179717	INC(PCG) IP008575	256K
	Republic of Korea	Daegu	C+	SR179727	TAE(PCG) IP008576	256K

#	Administration	City	Package	PCCW Order Ref.	Circuit ID	Port Speed
10	Singapore	Loyang	A	SR154291 SR154294	SNG(PCG) IP007868 SNG(PCG) IP007869	2M
	Singapore	Changi	A	SR154326 SR154329	SNG(PCG) IP007870 SNG(PCG) IP007871	2M
11	Bhutan	Paro	C	SR166204	PBH(TAT) IP008292	1M
12	China	Beijing	A	SR167115 SR167118	BEI(HKT) IP008377 BEI(HKT) IP008378	3M
13	Papua New Guinea	Port Moresby	C	SR172502	POM(PCG) IP008449	512K
	Papua New Guinea	Port Moresby	C	SR172510	POM(PCG) IP008450	512K

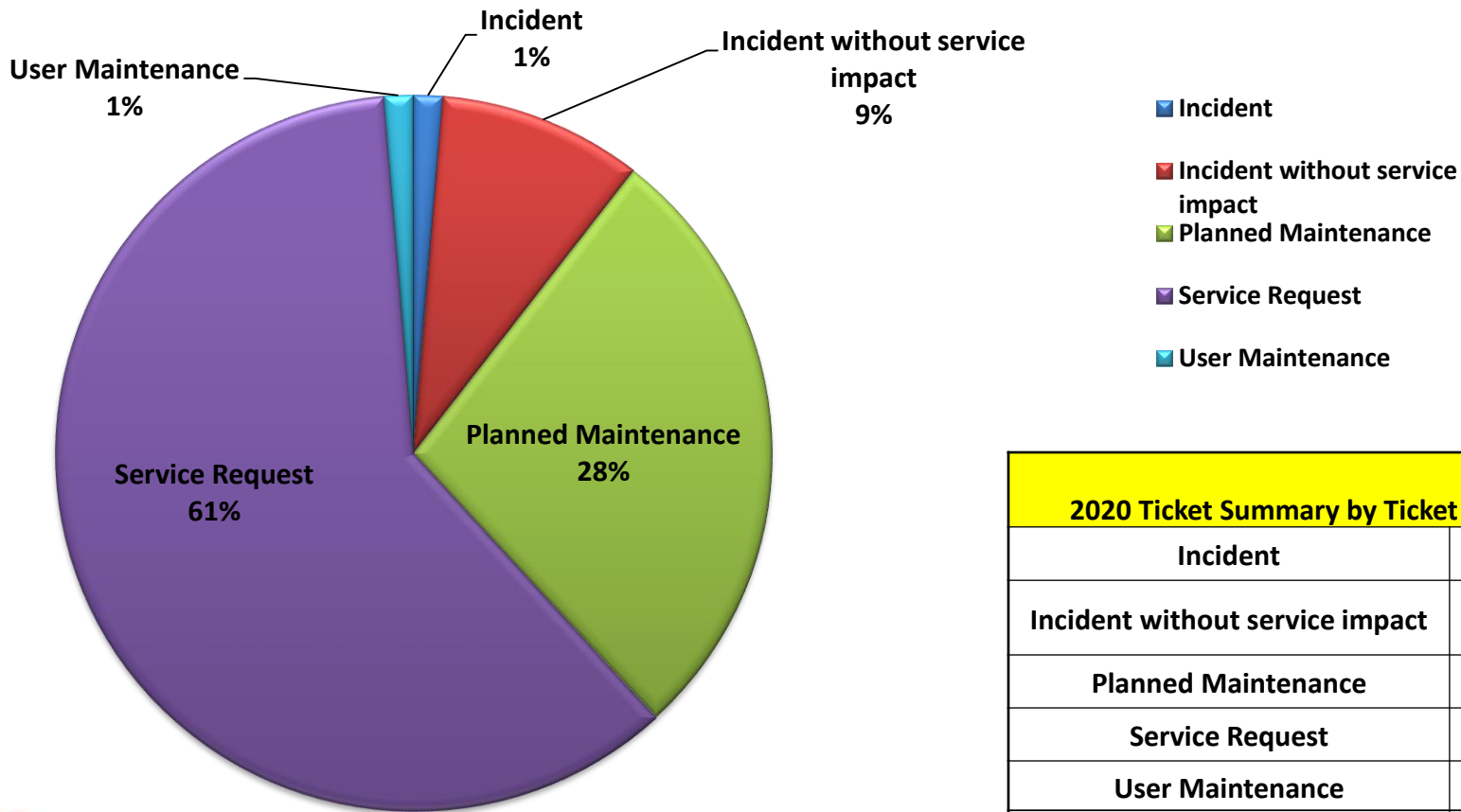
Status	Administration	City	Package	Port Speed	Target Completion Date	Remarks
Open	Fiji	Nadi	B+	1M	5/14/2021	-
Open	Malaysia	Selangor	A	2M	6/30/2021	-
Open	Nepal	Kathmandu	B+	128K	tbc	Actual target date is subjected to the implementation progress of Thailand sites
Open	Aireon	Chandler_US	C	10M	tbc	-

PCCW Global 2020 Site Availability (More SLA data is available from the [PCCW Portal](#))

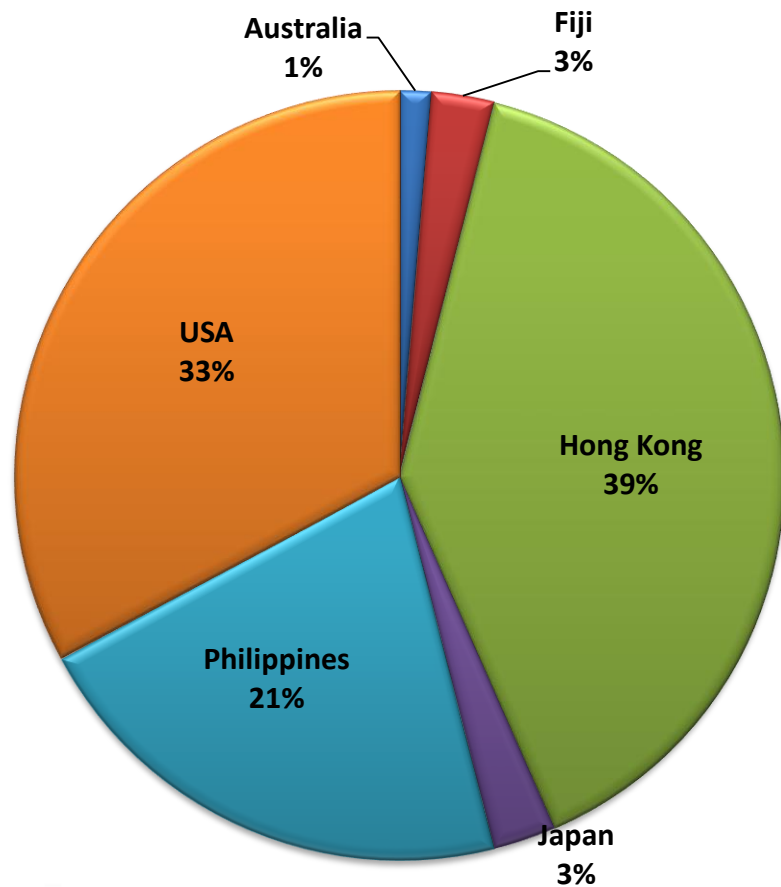
#	Administration	City	Package	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Circuit ID	Port Speed
1	Australia	Brisbane	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	BNE(PCG) IP007485	2M
	Australia	Melbourne	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	MEL(PCG) IP007486	2M
2	Fiji	Nadi	C+	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	NAD(PCG) IP007484	1M
3	New Zealand	Auckland	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	AUC(TNZ) IP00748	1M
	New Zealand	Christchurch	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	CHC(TNZ) IP007483	1M
4	US	Atlanta	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	ATL(PCG) IP007611	2M
	US	Oakland	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	OAK(PCG) IP007608 OAK(PCG) IP007609	2M
	US	Salt Lake City	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	SLC(PCG) IP007610	2M
5	Aireon	Leesburg	C	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	WAS(PCG) IP008578	1M

#	Administration	City	Package	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Circuit ID	Port Speed
6	Japan	Tokyo	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	TOK(PCG) IP007068 TOK(PCG) IP007069	2M
	Japan	Fukuoka	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	FUK(PCG) IP007070 FUK(PCG) IP007071	2M
	Japan	Fukuoka	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100%	100%	100%	FUK(PCG) IP008382 FUK(PCG) IP008383	1M
	Japan	Kobe	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	KOB(PCG) IP008573 KOB(PCG) IP008574	1M
7	Philippines	Manila	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	PAY(PCG) IP007263 PAY(PCG) IP007264	2M
8	Hong Kong	Hong Kong #1	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	HKG(PCG) IP007315	2M
	Hong Kong	Hong Kong #2	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	HKG(PCG) IP007316	2M

#	Administration	City	Package	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Circuit ID	Port Speed
9	Republic of Korea	Seoul	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	SEL(PCG) IP007995 SEL(PCG) IP007996	2M
	Republic of Korea	Incheon	C+	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	INC(PCG) IP008575	256K
	Republic of Korea	Daegu	C+	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	TAE(PCG) IP008576	256K
10	Singapore	Loyang	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	SNG(PCG) IP007868 SNG(PCG) IP007869	2M
	Singapore	Changi	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	SNG(PCG) IP007870 SNG(PCG) IP007871	2M
11	Bhutan	Paro	C	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100%	PBH(TAT) IP008292	1M
12	China	Beijing	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100%	100%	BEI(HKT) IP008377 BEI(HKT) IP008378	3M
13	Papua New Guinea	Port Moresby	C	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	POM(PCG) IP008449	512K
	Papua New Guinea	Port Moresby	C	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	POM(PCG) IP008450	512K

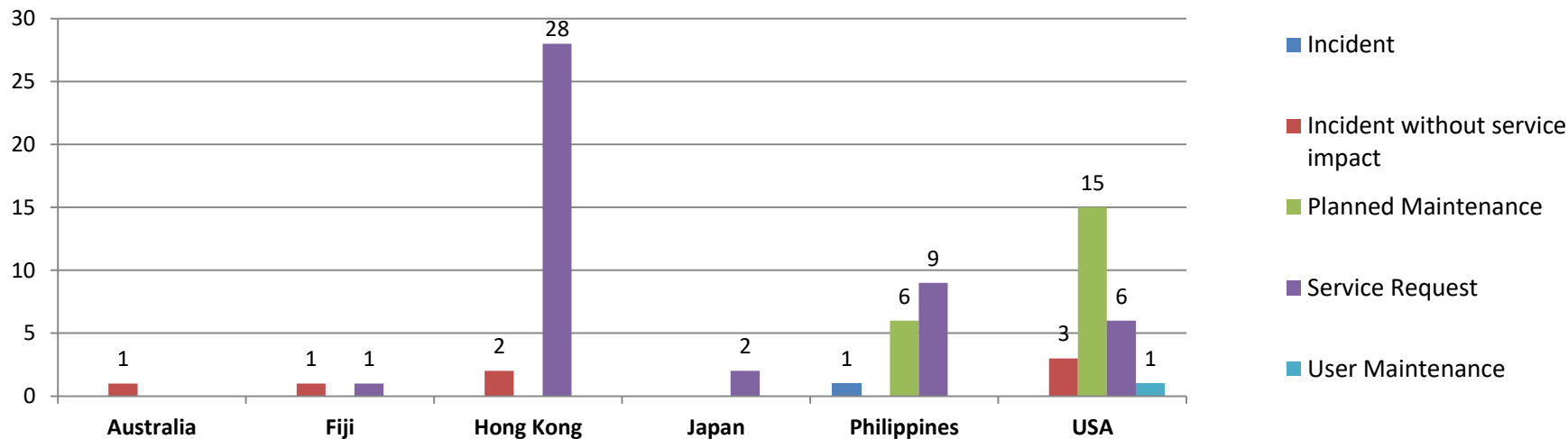


2020 Ticket Summary by Ticket Type	
Incident	1
Incident without service impact	7
Planned Maintenance	21
Service Request	46
User Maintenance	1
Grand Total	76



- Australia
- Fiji
- Hong Kong
- Japan
- Philippines
- USA

2020 Ticket Summary by States	
Australia	1
Fiji	2
Hong Kong	30
Japan	2
Philippines	16
USA	25
Grand Total	76



Ticket Overview					
States	Incident	Incident without service impact	Planned Maintenance	Service Request	User Maintenance
Australia		1			
Fiji		1		1	
Hong Kong		2		28	
Japan				2	
Philippines	1		6	9	
USA		3	15	6	1
Grand Total	1	7	21	46	1

Appendix A – 2020 Ticket Details



Adobe Acrobat Document

Country	mmm-yyyy	Incident Number	Circuit ID	Reported Date	Last Resolved Date	MTTR	Summary	Fault Cause Detail
Australia	Sep-2020	INC000001828889	MEL(PCG) IP007486	15/09/2020 22:54	23/09/2020 11:46	0	Latency	Change of configuration in Fiji site.
Fiji	Sep-2020	INC000001832008	NAD(PCG) IP007484	21/09/2020 12:23	28/09/2020 09:45	0	Request to change contract details	Completed Request
Fiji	Dec-2020	INC000001885969	NAD(PCG) IP007484-RSA	19/12/2020 00:48	19/12/2020 02:00	0	Request to check circuit status.	Issue related to the internet network managed by CRVFI
Hong Kong	Mar-2020	INC000001724756	HKG(PCG) IP007315	3/26/2020 11:09	3/26/2020 11:37	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	May-2020	INC000001751819	HKG(PCG) IP007315	18/05/2020 03:27	18/05/2020 04:36	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	May-2020	INC000001751820	HKG(PCG) IP007316	18/05/2020 03:27	18/05/2020 04:36	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	May-2020	INC000001752373	HKG(PCG) IP007315	19/05/2020 03:35	19/05/2020 11:01	0	RQ check traffic routing	Circuit between HKG and TAIWAN was not able the route through the primary link as deisnged. No service impact. PCCWG engineer updated Taiwan NID's route map and resolved routing issue.
Hong Kong	May-2020	INC000001752375	HKG(PCG) IP007316	19/05/2020 03:35	19/05/2020 11:01	0	RQ check traffic routing	Circuit between HKG and TAIWAN was not about the route through the primary link as deisnged. No service impact. PCCWG engineer updated Taiwan NID's route map and resolved routing issue.
Hong Kong	May-2020	INC000001752423	HKG(PCG) IP007315	19/05/2020 10:45	19/05/2020 10:15	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Jun-2020	INC000001771039	HKG(PCG) IP007315	18/06/2020 11:10	18/06/2020 12:45	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Jun-2020	INC000001771040	HKG(PCG) IP007316	18/06/2020 11:10	18/06/2020 12:45	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Sep-2020	INC000001828801	HKG(PCG) IP007315	15/09/2020 11:36	15/09/2020 12:53	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Sep-2020	INC000001828802	HKG(PCG) IP007316	15/09/2020 11:36	15/09/2020 12:53	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Sep-2020	INC000001830263	HKG(PCG) IP007315	17/09/2020 18:23	17/09/2020 19:39	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Sep-2020	INC000001830264	HKG(PCG) IP007316	17/09/2020 18:23	17/09/2020 19:39	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Oct-2020	INC000001839958	HKG(PCG) IP007315	5/10/2020 6:38:00	5/10/2020 9:41:00	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Oct-2020	INC000001839959	HKG(PCG) IP007316	5/10/2020 6:38:00	5/10/2020 9:41:00	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found

Incident :

According to the network design of the “ Service” , incident that resulted in service degradation or outage.

e.g. State member B subscribed two Package C (C1 and C2) and there is a fiber cut along C1. To PCCWG’s point of view, C1 and C2 are two separated circuits . Even though C2 is still providing connectivity to State member B, this will still be categorized as “incident “.

Incident without service impact :

According to the network design of the “ Service” , incident causes no service degradation or outage.

e.g. State member A subscribed Package A, and there is a fiber cut on primary link. Since there is failover mechanism as redundancy for package A ‘s user, the fiber cut is an incident without impact.



Thank you

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Country	mmm-yyyy	Incident Number	Circuit ID	Reported Date	Last Resolved Date	MTTR	Summary	Fault Cause Detail
Australia	Sep-2020	NC000001828889	MEL(PCG) IP007486	15/09/2020 22:54	23/09/2020 11:46	0	Latency	Change of configuration in Fiji site.
Fiji	Sep-2020	INC000001832008	NAD(PCG) IP007484	21/09/2020 12:21	28/09/2020 09:45	0	Request to change contact details	Completed Request
Fiji	Dec-2020	INC000001885969	NAD(PCG) IP007484-RSA	19/12/2020 00:48	19/12/2020 02:00	0	Request to check circuit status.	Issue related to the internet network managed by CRVFIJ
Hong Kong	Mar-2020	INC000001724756	HKG(PCG) IP007315	3/26/2020 11:09	3/26/2020 11:37	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	May-2020	INC000001751819	HKG(PCG) IP007315	18/05/2020 03:27	18/05/2020 04:36	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	May-2020	INC000001751820	HKG(PCG) IP007316	18/05/2020 03:27	18/05/2020 04:36	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	May-2020	INC000001752373	HKG(PCG) IP007315	19/05/2020 03:35	19/05/2020 11:01	0	RQ check traffic routing	Circuit between HKG and TAIWAN was not able the route through the primary link as deisnged. No service impact. PCCWG engineer updated Taiwan NID's route map and resolved routing issue.
Hong Kong	May-2020	INC000001752375	HKG(PCG) IP007316	19/05/2020 03:35	19/05/2020 11:01	0	RQ check traffic routing	Circuit between HKG and TAIWAN was not about the route through the primary link as deisnged. No service impact. PCCWG engineer updated Taiwan NID's route map and resolved routing issue.
Hong Kong	May-2020	INC000001752423	HKG(PCG) IP007315	19/05/2020 08:45	19/05/2020 10:15	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Jun-2020	INC000001771039	HKG(PCG) IP007315	18/06/2020 11:10	18/06/2020 12:45	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Jun-2020	INC000001771040	HKG(PCG) IP007316	18/06/2020 11:10	18/06/2020 12:45	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Sep-2020	INC000001828801	HKG(PCG) IP007315	15/09/2020 11:36	15/09/2020 12:53	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Sep-2020	INC000001828802	HKG(PCG) IP007316	15/09/2020 11:36	15/09/2020 12:53	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Sep-2020	INC000001830263	HKG(PCG) IP007315	17/09/2020 18:23	17/09/2020 19:39	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Sep-2020	INC000001830264	HKG(PCG) IP007316	17/09/2020 18:23	17/09/2020 19:39	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Oct-2020	INC000001839958	HKG(PCG) IP007315	5/10/2020 6:38:00	5/10/2020 9:41:00	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Oct-2020	INC000001839959	HKG(PCG) IP007316	5/10/2020 6:38:00	5/10/2020 9:41:00	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found

Country	mmm-yyyy	Incident Number	Circuit ID	Reported Date	Last Resolved Date	MTTR	Summary	Fault Cause Detail
Hong Kong	Oct-2020	INC000001844394	HKG(PCG) IP007315	12/10/2020 9:47:00	12/10/2020 1:37:00	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Oct-2020	INC000001844398	HKG(PCG) IP007316	12/10/2020 9:47:00	12/10/2020 1:37:00	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Oct-2020	INC000001846998	HKG(PCG) IP007315	15/10/2020 12:55	15/10/2020 13:39	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Oct-2020	INC000001846999	HKG(PCG) IP007316	15/10/2020 12:55	15/10/2020 13:39	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Nov-2020	INC000001860211	HKG(PCG) IP007315	6/11/2020 10:32:00	6/11/2020 10:49:00	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Nov-2020	INC000001860212	HKG(PCG) IP007316	6/11/2020 10:33:00	6/11/2020 10:52:00	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Nov-2020	INC000001868375	HKG(PCG) IP007315	20/11/2020 09:10	20/11/2020 09:30	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Nov-2020	INC000001868376	HKG(PCG) IP007316	20/11/2020 09:10	21/11/2020 21:20	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Dec-2020	INC000001875560	HKG(PCG) IP007315	1/12/2020 9:51:00	1/12/2020 10:10:00	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Dec-2020	INC000001875652	HKG(PCG) IP007316	1/12/2020 9:51:00	1/12/2020 10:10:00	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Dec-2020	INC000001880636	HKG(PCG) IP007316	8/12/2020 7:34:00	8/12/2020 8:35:00	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Dec-2020	INC000001880634	HKG(PCG) IP007315	8/12/2020 7:34:00	8/12/2020 8:35:00	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Dec-2020	INC000001886091	HKG(PCG) IP007315	19/12/2020 09:02	19/12/2020 10:04	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Dec-2020	INC000001886092	HKG(PCG) IP007316	19/12/2020 09:02	19/12/2020 10:04	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Dec-2020	INC000001889340	HKG(PCG) IP007316	30/12/2020 05:45	30/12/2020 06:05	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Dec-2020	INC000001889339	HKG(PCG) IP007315	30/12/2020 05:45	30/12/2020 06:05	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Japan	Jul-2020	INC000001784149	TOK(PCG) IP007069	08/07/2020 08:32:31	15/07/2020 14:00:16	0	Request to check portal status	the issue was resolved password will be replaced every 3 months
Japan	Nov-2020	INC000001861916	FUK(PCG) IP007070	10/11/2020 02:04:50	10/11/2020 02:52:36	0	Request to check circuit status.	No alarm and abnormality was observed.
Philippines	Jan-2020	INC000001690865	PAY(PCG) IP007263	18/01/2020 03:47:44	08/02/2020 12:17:53	0	Request to check circuit status.	Request completed
Philippines	Jan-2020	INC000001692636	PAY(PCG) IP007263	21/01/2020 03:13:20	21/01/2020 03:29:42	0	Request for portal credentials	Request completed
Philippines	Jan-2020	INC000001692637	PAY(PCG) IP007264	21/01/2020 03:13:20	21/01/2020 05:14:00	0	Request for portal credentials	Request completed

Country	mmm-yyyy	Incident Number	Circuit ID	Reported Date	Last Resolved Date	MTTR	Summary	Fault Cause Detail
Philippines	Jan-2020	INC000001695342	PAY(PCG) IP007264	27/01/2020 08:25:34	10/03/2020 20:09:00	0	RP162\20 Scheduled Maintenance Activity for HKT GLOBAL (SINGAPORE) PTE LTD., 09-February-2020	COMPLETED
Philippines	Feb-2020	INC000001704349	PAY(PCG) IP007264-MRP	16/02/2020 21:23:22	17/02/2020 19:16:10	0	Circuit down	Downtime was due to unresponsive uplink port in Aseana node. Affected switches went up after port reset.
Philippines	Mar-2020	INC000001725244	PAY(PCG) IP007264	27/03/2020 09:35:29	12/04/2020 03:17:59	0	UP219\20 MARCH 28,2020 16:00-20:00 GMT RADIUS I-20030010	completed
Philippines	Jun-2020	INC000001771723	PAY(PCG) IP007264	19/06/2020 02:20:17	26/07/2020 02:56:34	0	UP413\20 20 June, 2020 16:00 GMT - 21 June, 2020 00:00 GMT Radius Telecoms I-20060009	Planned maintenance
Philippines	Jul-2020	INC000001773412	PAY(PCG) IP007264	22/06/2020 11:08:27	26/07/2020 03:06:31	0	UP421\20 June 22, 2020 12:00 GMT TO June 23, 2020 00:00 GMT Radius I-20060009	Planned maintenance
Philippines	Jul-2020	INC000001795449	PAY(PCG) IP007264	25/07/2020 07:37:38	27/07/2020 15:01:03	0	Request to check circuit status.	No issue found on the link. Routes are stable up.
Philippines	Aug-2020	INC000001807678	PAY(PCG) IP007263	13/08/2020 23:16:30	14/08/2020 01:06:59	0	Change Request	Request completed.
Philippines	Aug-2020	INC000001807679	PAY(PCG) IP007264	13/08/2020 23:16:30	14/08/2020 01:06:59	0	Change Request	Request completed.
Philippines	Aug-2020	INC000001810211	PAY(PCG) IP007263	18/08/2020 08:33:44	18/08/2020 12:49:29	0	CE Router Change Request	Request to advertise prefix completed.
Philippines	Sep-2020	INC000001820443	PAY(PCG) IP007263	02/09/2020 08:12:52	02/09/2020 14:53:03	0	Circuit Down	Planned maintenance
Philippines	Sep-2020	INC000001820570	PAY(PCG) IP007264	02/09/2020 08:12:52	02/09/2020 14:53:03	0	Circuit Down	Planned maintenance

Country	mmm-yyyy	Incident Number	Circuit ID	Reported Date	Last Resolved Date	MTTR	Summary	Fault Cause Detail
Philippines	Nov-2020	INC000001868439	PAY(PCG) IP007263	20/11/2020 14:16:30	30/12/2020 06:44:08	0	Request to check circuit status.	No alarm and abnormality was observed.
Philippines	Nov-2020	INC000001868649	PAY(PCG) IP007264	20/11/2020 14:16:30	30/12/2020 06:44:18	0	Request to check circuit status.	No alarm and abnormality was observed.
USA	Jan-2020	INC000001691844	SLC(PCG) IP007610	20/01/2020 03:41:41	21/01/2020 12:00:23	0	Customer's Maintenance 1/21 - 1/23	MW completed
USA	Jan-2020	INC000001693121	OAK(PCG) IP007608	21/01/2020 23:26:33	22/01/2020 01:06:00	0	Nandi not synching flight plans from ZOA ARTCC	CRVUSA confirmed issue was self corrected, no trouble and restored.
USA	Jan-2020	INC000001693163	OAK(PCG) IP007609	21/01/2020 23:26:33	22/01/2020 01:06:00	0	Nandi not synching flight plans from ZOA ARTCC	CRVUSA confirmed issue was self corrected, no trouble and restored.
USA	Jan-2020	INC000001693690	OAK(PCG) IP007608	22/01/2020 16:26:09	22/01/2020 19:16:54	0	Port Morseby voice line is OTS	TAC conducted port reset on the Managed CE
USA	Feb-2020	INC000001698623	OAK(PCG) IP007608	04/02/2020 14:39:22	04/02/2020 18:32:15	0	Request to check the connection from Oakland to New Zealand	No alarm and abnormality was observed.
USA	Feb-2020	INC000001702470	OAK(PCG) IP007608	12/02/2020 14:38:37	12/02/2020 14:54:06	0	Down	No issues found, BGP stable
USA	Feb-2020	INC000001711037	ATL(PCG) IP007611	28/02/2020 20:23:33	02/04/2020 17:49:48	0	Planned Maintenance Outage (IP007611), 12/03/2020	Request completed
USA	Mar-2020	INC000001717110	ATL(PCG) IP007611	12/03/2020 09:03:15	12/03/2020 12:54:11	0	Latency issue	No issue found. Latency is within SLA
USA	Aug-2020	INC000001807680	SLC(PCG) IP007610	13/08/2020 23:16:30	14/08/2020 01:06:59	0	Change Request	Request completed.
USA	Aug-2020	INC000001807761	ATL(PCG) IP007611	13/08/2020 23:16:30	14/08/2020 01:06:59	0	Change Request	Request completed.
USA	Sep-2020	INC000001826987	SLC(PCG) IP007610	11/09/2020 10:19:18	11/10/2020 03:24:40	0	RP851\20 SEPTEMBER 24, 2020 8:00 - 12:00 GMT CENTURYLINK 19526795	completed

Country	mmm-yyyy	Incident Number	Circuit ID	Reported Date	Last Resolved Date	MTTR	Summary	Fault Cause Detail
USA	Oct-2020	INC000001840576	ATL(PCG) IP007611	06/10/2020 18:25:43	06/11/2020 16:12:29	0	UP734\20 Oct.13,2020 Lumen Scheduled Maintenance #: 19777777, Scheduled	completed
USA	Oct-2020	INC000001841180	ATL(PCG) IP007611	07/10/2020 14:01:54	06/11/2020 16:19:45	0	UP754\20 13 Oct. 2020 04:00 - 10:00 GMT Lumen 19777777	completed
USA	Oct-2020	INC000001843675	ATL(PCG) IP007611	10/10/2020 06:51:44	06/11/2020 16:34:40	0	RP943\20 OCTOBER 21, 2020 4:00-10:00 LUMEN 1977846	completed
USA	Oct-2020	INC000001847133	ATL(PCG) IP007611	15/10/2020 22:24:47	06/11/2020 17:05:05	0	UP798\20 Oct.22,2020 Lumen Scheduled Maintenance #: 19893381, Scheduled	completed
USA	Oct-2020	INC000001847170	ATL(PCG) IP007611	15/10/2020 23:49:35	06/11/2020 17:05:50	0	RP464\20 OCTOBER 21, 2020 4:00-10:00 LUMEN 19803208	completed
USA	Nov-2020	INC000001859106	ATL(PCG) IP007611	04/11/2020 19:26:51	20/11/2020 21:05:16	0	RP1066\20 NOVEMBER 18, 2020 5:00 - 11:30 GMT LUMEN 20008708	completed
USA	Nov-2020	INC000001861887	ATL(PCG) IP007611	09/11/2020 22:11:12	20/11/2020 21:13:54	0	RP1091\20 NOVEMBER 17, 2020 5:00 - 11:00 GMT LUMEN 20020981	completed
USA	Nov-2020	INC000001868663	OAK(PCG) IP007609	20/11/2020 15:53:29	20/11/2020 16:05:01	0	RQ to check port status	Gathered result and sent
USA	Nov-2020	INC000001870402	SLC(PCG) IP007610	24/11/2020 04:31:21	24/12/2020 07:42:24	0	RP1140\20 03 Dec. 2020 07:00 - 13:00 GMT Lumen 20156220	completed

Country	mmm-yyyy	Incident Number	Circuit ID	Reported Date	Last Resolved Date	MTTR	Summary	Fault Cause Detail
USA	Nov-2020	INC000001872795	SLC(PCG) IP007610	26/11/2020 08:31:30	12/12/2020 23:36:17	0	UP913\20 03 Dec. 2020 06:00 - 12:00 GMT Lumen 20107211	completed
USA	Nov-2020	INC000001872977	SLC(PCG) IP007610	26/11/2020 08:31:30	12/12/2020 23:36:17	0	UP913\20 03 Dec. 2020 06:00 - 12:00 GMT Lumen 20107211	completed
USA	Nov-2020	INC000001873041	ATL(PCG) IP007611	26/11/2020 12:42:21	24/12/2020 07:50:25	0	RP1160\20 DECEMB ER 8, 2020 5:00 - 11:00 GMT LUMEN 20152 687	completed
USA	Dec-2020	INC000001889704	ATL(PCG) IP007611	30/12/2020 14:25:38	13/01/2021 13:56:00	0	RP1250\20 Lumen Scheduled Maintenance #: 20289575, Scheduled	completed
USA	Dec-2020	INC000001889543	ATL(PCG) IP007611	30/12/2020 14:30:03	30/12/2020 14:31:08	0	RP1250\20 Lumen Scheduled Maintenance #: 20289575, Scheduled	completed