



PCCW Global

CRV Network Yearly Service Review 2021

- By Lorraine Kwan

HKT Here To Serve

a PCCW Group member



- 45 circuits in 27 cities with different CRV packages, A, B+, C+, C and D.
- 2 service providers in the CRV network.
- 5 circuits (A, B+ and C+) are under implementation
- 9 cities are joining CRV in 2022
 - French Polynesia
 - India - Mumbai
 - Indonesia - Jakarta & Makassar
 - Nepal – Kathmandu
 - New Caledonia
 - Russia - Moscow & Khabarovsk
 - Sri Lanka

#	State	City	Package	Circuit SR	Circuit ID	Bandwidth
1	Aireon LLC	Washington	C	SR175721	WAS(PCG) IP008578	10M
		Chandler	C	SR192797	CNR(PCG) IP008704	10M
2	Australia	Brisbane	C	SR144698	BNE(PCG) IP007485	2M
		Melbourne	C	SR144702	MEL(PCG) IP007486	2M
3	Bhutan	Bhutan	C	SR166204	PBH(TAT) IP008292	1M
4	China	Beijing	A	SR167115	BEI(HKT) IP008377	3M
				SR167118	BEI(HKT) IP008378	3M
5	Fiji	Nadi	B	SR177317	NAD(PCG) IP007484	1M
6	Hong Kong	Hong Kong#1	C	SR142405	HKG(PCG) IP007315	2M
		Hong Kong#2	C	SR142411	HKG(PCG) IP007316	2M

#	State	City	Package	Circuit SR	Circuit ID	Bandwidth
7	Japan	Tokyo	A	SR134780	TOK(PCG) IP007068	2M
				SR134782	TOK(PCG) IP007069	2M
		Fukuoka	A	SR134786	FUK(PCG) IP007070	2M
				SR134784	FUK(PCG) IP007071	2M
		Fukuoka	A	SR167387	FUK(PCG) IP008382	1M
				SR167390	FUK(PCG) IP008383	1M
		Kobe	A	SR178200	KOB(PCG) IP008573	1M
				SR178203	KOB(PCG) IP008574	1M
		Tokyo	C	SR197599	TOK(PCG) IP008863	1M
		Kobe	C	SR197602	KOB(PCG) IP008864	1M
		Kobe	C	SR197605	KOB(PCG) IP008865	1M
		Fukuoka	A	SR197608	FUK(PCG) IP008881	1M
				SR197611	FUK(PCG) IP008882	1M
		Fukuoka	A	SR197614	FUK(PCG) IP008883	1M
				SR197617	FUK(PCG) IP008884	1M
8	Malaysia	Sepang	A	SR185437	KLR(PCG) IP008665	2M
				SR185440	KLR(PCG) IP008666	2M

#	State	City	Package	Circuit SR	Circuit ID	Bandwidth
9	New Zealand	Auckland	C	SR145774	AUC(TNZ) IP007482	1M
		Christchurch	C	SR145779	CHC(TNZ) IP007483	1M
10	Papua New Guinea	Port Moresby	C	SR172502	POM(PCG) IP008449	512K
		Port Moresby	C	SR172510	POM(PCG) IP008450	512K
11	Philippines	Pasay	A	SR141177	PAY(PCG) IP007263	2M
				SR141179	PAY(PCG) IP007264	2M
12	Republic of Korea	Seoul	A	SR158018	SEL(PCG) IP007995	2M
				SR158021	SEL(PCG) IP007996	2M
		Incheon	C+	SR179717	INC(PCG) IP008575	256K
		Daegu	C+	SR179727	TAE(PCG) IP008576	256K
13	Singapore	Loyang	A	SR154291	SNG(PCG) IP007868	2M
				SR154294	SNG(PCG) IP007869	2M
		Changi	A	SR154326	SNG(PCG) IP007870	2M
				SR154329	SNG(PCG) IP007871	2M
14	USA	Oakland	A	SR144737	OAK(PCG) IP007608	2M
				SR144740	OAK(PCG) IP007609	2M
		Atlanta	C	SR144764	ATL(PCG) IP007611	2M
		Salt Lake	C	SR144756	SLC(PCG) IP007610	2M

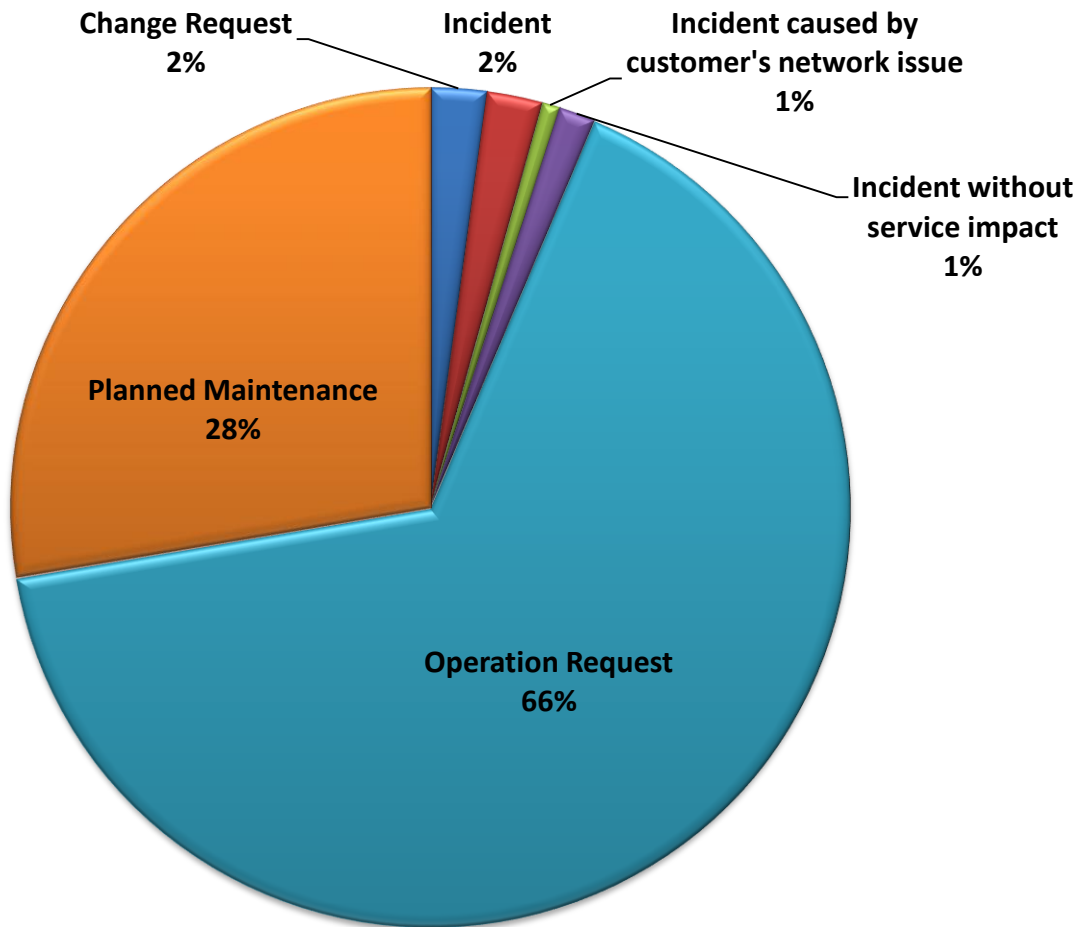
Status	Administration	City	Package	Port Speed	Target Completion Date	Remarks
Open	Japan	Fukuoka	A	1M	19-01-22	- In progress
Open	Republic of Korea	Incheon	C+	2M	11-02-22	- Upgrade from 256K to 2M.
Open	Republic of Korea	Daegu	C+	2M	11-02-22	- Upgrade from 256K to 2M.
Open	Bangkok	Bangkok	A	512K	01-05-22	- In progress
Open	Nepal	Kathmandu	B+	128K	TBC	- Pending order to match with the target installation schedule of India.

Status	Administration	City	Package	Port Speed	Remarks
Open	Indonesia	Jakarta	A	2M	- AirNav has signed contract with PCCWG. A separated international contract is required due to applicable regulations in Indonesia.
Open	Indonesia	Makassar	A	2M	- AirNav has signed contract with PCCWG. A separated international contract is required due to applicable regulations in Indonesia.
Open	Russia	Moscow	A	2M	- Contract negotiation is in progress. Targeted for Q2 2022.
Open	Russia	Khabarovsk	A	2M	- Contract negotiation is in progress. Targeted for Q2 2022.
Open	New Caledonia/ French Polynesia	-	D	2M	- Contract negotiation is in progress. Targeted for Q3 2022.
Open	India	Mumbai	A	1M	- Contract negotiation is in progress. Targeted for Q2 2022.
Open	Sri Lanka	-	D	64K	- AirAvs has signed contract with PCCWG. Implementation is on hold as existing contract with another service provider will only be expired in end 2022.

#	Administration	City	Package	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Circuit ID	Port Speed
1	Aireon	Leesburg	C	n/a	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	WAS(PCG) IP008578	10M
		Chandler	C	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100%	100%	CNR(PCG) IP008704	10M
2	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
3	Bhutan	Bhutan	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	PBH(TAT) IP008292	1M
4	China	Beijing	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	BEI(HKT) IP008377 BEI(HKT) IP008378	3M
5	Fiji	Nadi	B	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	NAD(PCG) IP007484	1M
6	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

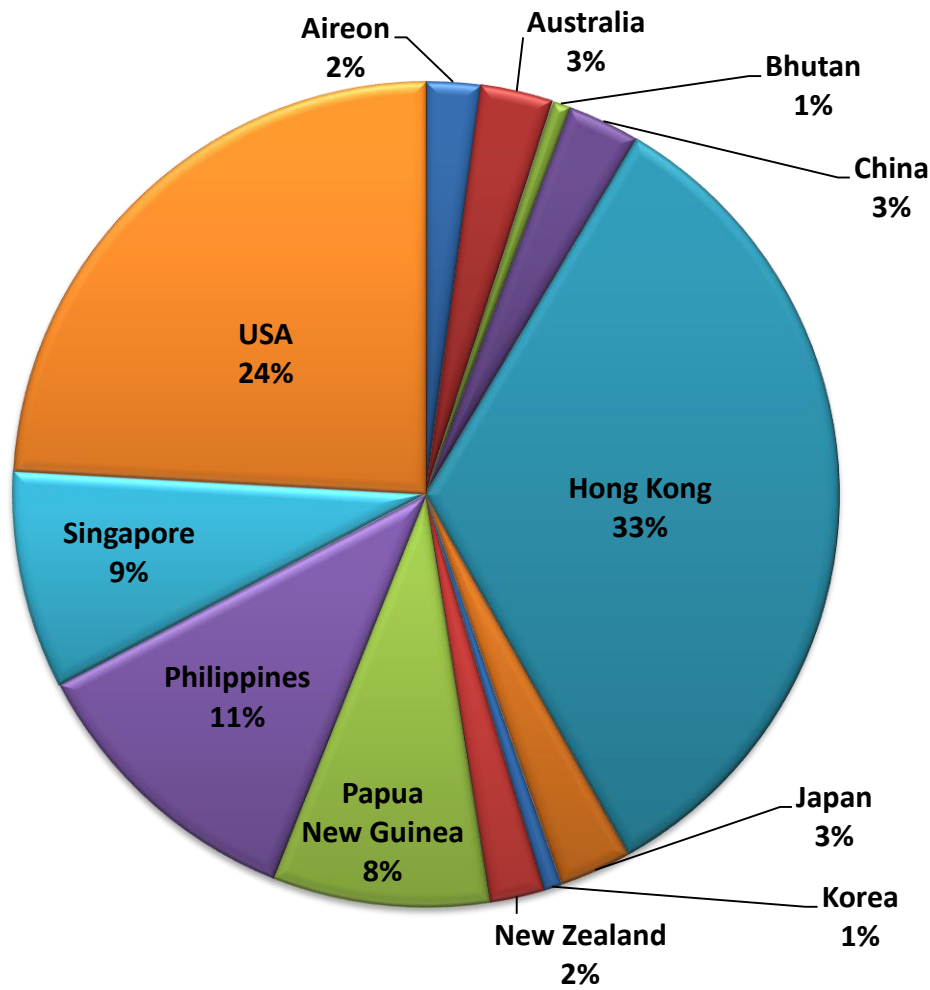
#	Administration	City	Package	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Circuit ID	Port Speed
7	Japan	Tokyo	A	100%	100%	99.68%	100%	100%	100%	100%	100%	100%	100%	100%	100%	TOK(PCG) IP007068 TOK(PCG) IP007069	2M
	Japan	Fukuoka	A	100%	100%	99.68%	100%	100%	100%	100%	100%	100%	100%	100%	100%	FUK(PCG) IP007070 FUK(PCG) IP007071	2M
	Japan	Fukuoka	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	FUK(PCG) IP008382 FUK(PCG) IP008383	1M
	Japan	Kobe	A	n/a	n/a	99.68%	100%	100%	100%	100%	100%	100%	100%	100%	100%	KOB(PCG) IP008573 KOB(PCG) IP008574	1M
8	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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	INC(PCG) IP008575	256K
	Republic of Korea	Daegu	C+	n/a	n/a	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	TAE(PCG) IP008576	256K
9	Malaysia	Sepang	A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100%	100%	KLR(PCG) IP008665 KLR(PCG) IP008666	2M
10	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

#	Administration	City	Package	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Circuit ID	Port Speed
11	Papua New Guinea	Port Moresby	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	POM(PCG) IP008449	512K
	Papua New Guinea	Port Moresby	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	POM(PCG) IP008450	512K
12	Philippines	Manila	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	PAY(PCG) IP007263 PAY(PCG) IP007264	2M
13	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
14	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



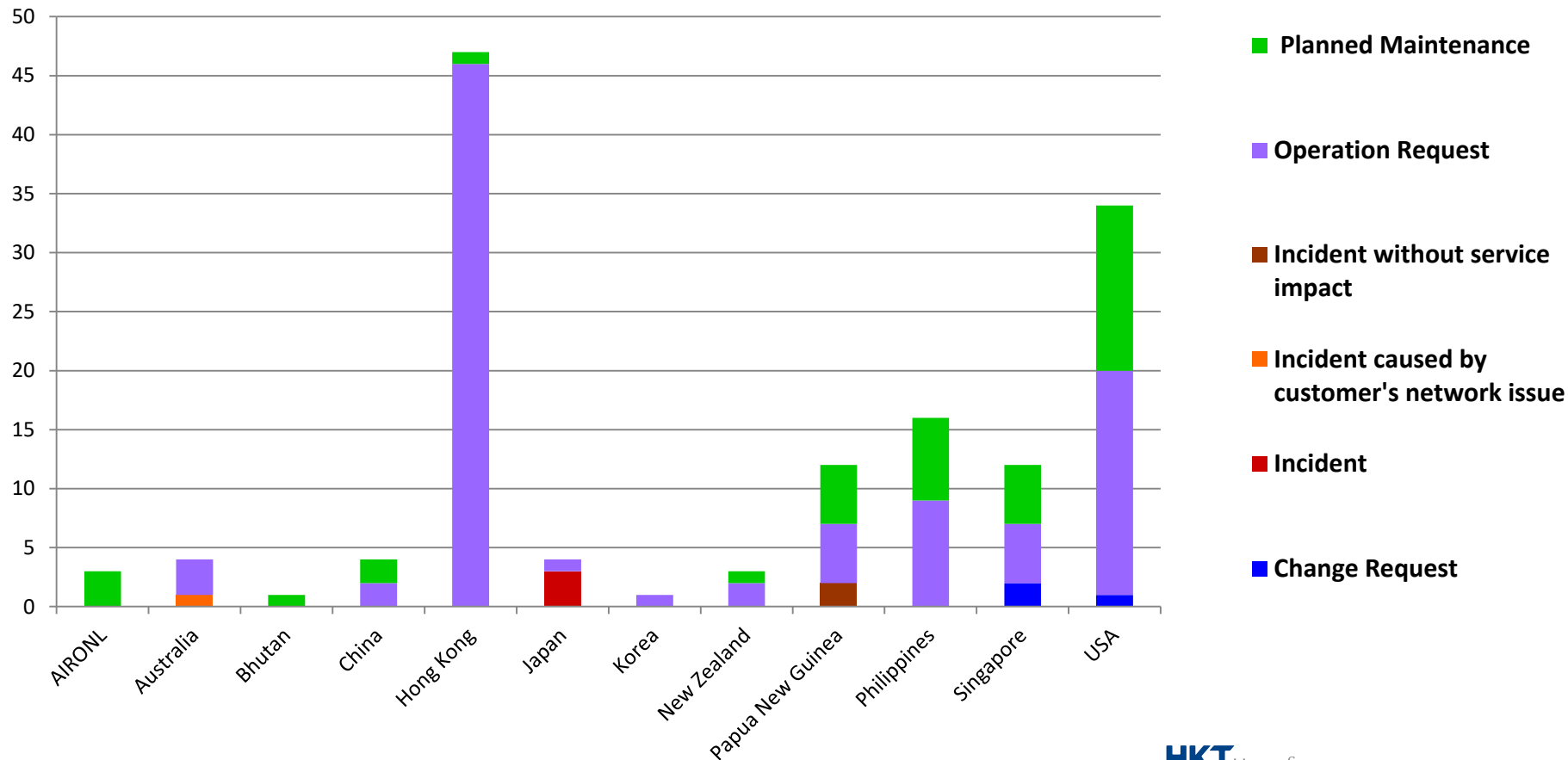
2021 Ticket Summary by Ticket Type	
Change Request	3
Incident	3
Incident caused by customer's network issue	1
Incident without service impact	2
Operation Request	93
Planned Maintenance	39
Grand Total	141

2021 Number of Ticket Reported by States



2021 Ticket Summary by States

Aireon	3
Australia	4
Bhutan	1
China	4
Hong Kong	47
Japan	4
Korea	1
New Zealand	3
Papua New Guinea	12
Philippines	16
Singapore	12
USA	34
Grand Total	141



Ticket Overview							
Administration	Change Request	Incident	Incident caused by customer's network issue	Incident without service impact	Operation Request	Planned Maintenance	Grand Total
AIRONL						3	3
Australia			1		3		4
Bhutan						1	1
China					2	2	4
Hong Kong					46	1	47
Japan		3			1		4
Korea					1		1
New Zealand					2	1	3
Papua New Guinea				2	5	5	12
Philippines					9	7	16
Singapore	2				5	5	12
USA	1				19	14	34
Grand Total	3	3	1	2	93	39	141



Appendix A – 2021 Ticket Details



Adobe Acrobat
Document

Country	mm-yy	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 09:45	28/09/2020 12:21	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 CEVFIU
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 designed. 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 designed. 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 10:13	19/05/2020 10:45	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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