



PCCW Global

CRV Network Yearly Service Review 2022

- By Lorraine Kwan

HKT Here To Serve

a PCCW Group member



- 65 circuits in 34 cities with different CRV packages, A, B+, C+, C and D.
- 2 service providers in the CRV network.
- 4 circuits (B+ and D) are under implementation
 - India – Mumbai
 - Nepal – Kathmandu
 - Mongolia – Ulaanbaatar
 - Vietnam – Ho Chi Minh
- 3 cities are joining CRV in 2023
 - French Polynesia / New Caledonia
 - Sri Lanka – Colombo
 - Pakistan

#	CRV Users	Administration	City	Package	Circuit SR	Circuit ID	Bandwidth
1	Industry	Aireon LLC	Washington, USA	C	SR175721	WAS(PCG) IP008578	10M
			Chandler, USA	C	SR192797	CNR(PCG) IP008704	10M
2	State / Administration	Australia	Brisbane	C	SR144698	BNE(PCG) IP007485	2M
			Melbourne	C	SR144702	MEL(PCG) IP007486	2M
3	State / Administration	Bhutan	Bhutan	C	SR166204	PBH(TAT) IP008292	1M
4	State / Administration	China	Beijing	A	SR167115	BEI(HKT) IP008377	3M
					SR167118	BEI(HKT) IP008378	3M
5	State / Administration	Fiji	Nadi	B+	SR177317	NAD(PCG) IP007484	1M
					SR177327	NAD(PCG) IP007484-RSA	1M
6	State / Administration	Hong Kong	Hong Kong#1	C	SR142405	HKG(PCG) IP007315	2M
			Hong Kong#2	C	SR142411	HKG(PCG) IP007316	2M
7	State / Administration	India	Mumbai	B+	215423	MMB(TAT) IP009012	1M
					215426	MMB(TAT) IP009012-IB	1M
8	State / Administration	Indonesia	Jakarta	C	SR215035	JKT(PCG) IP008996	3M
			Makassar	C	SR215038	MAK(PCG) IP008997	3M

#	CRV Users	Administration	City	Package	Circuit SR	Circuit ID	Bandwidth
9	State / Administration	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					
Fukuoka	A	SR197620	FUK(PCG) IP008885	1M			
		SR197623	FUK(PCG) IP008886	1M			
10	State / Administration	Malaysia	Sepang	A	SR185437	KLR(PCG) IP008665	2M
					SR185440	KLR(PCG) IP008666	2M
11	State / Administration	New Zealand	Auckland	C	SR145774	AUC(TNZ) IP007482	1M
			Christchurch	C	SR145779	CHC(TNZ) IP007483	1M

#	CRV Users	Administration	City	Package	Circuit SR	Circuit ID	Bandwidth
12	State / Administration	Papua New Guinea	Port Moresby	C	SR172502	POM(PCG) IP008449	512K
			Port Moresby	C	SR172510	POM(PCG) IP008450	512K
13	State / Administration	Philippines	Pasay	A	SR141177	PAY(PCG) IP007263	2M
					SR141179	PAY(PCG) IP007264	2M
14	State / Administration	Republic of Korea	Seoul	A	SR158018	SEL(PCG) IP007995	2M
			Incheon	C+	SR158021	SEL(PCG) IP007996	2M
			Daegu	C+	SR207353	INC(PCG) IP008575	2M
15	State / Administration	Singapore	Loyang	A	SR211373	TAE(PCG) IP008576	2M
					SR154291	SNG(PCG) IP007868	2M
			Changi	A	SR154294	SNG(PCG) IP007869	2M
					SR154326	SNG(PCG) IP007870	2M
16	State / Administration	Thailand	Bangkok	A	SR154329	SNG(PCG) IP007871	2M
					SR199398	BKK(PCG) IP008895	512K
17	State / Administration	USA	Oakland	A	SR199401	BKK(PCG) IP008896	512K
					SR144737	OAK(PCG) IP007608	2M
			Atlanta	C	SR144740	OAK(PCG) IP007609	2M
					SR144764	ATL(PCG) IP007611	2M
Salt Lake	C	SR144756	SLC(PCG) IP007610	2M			

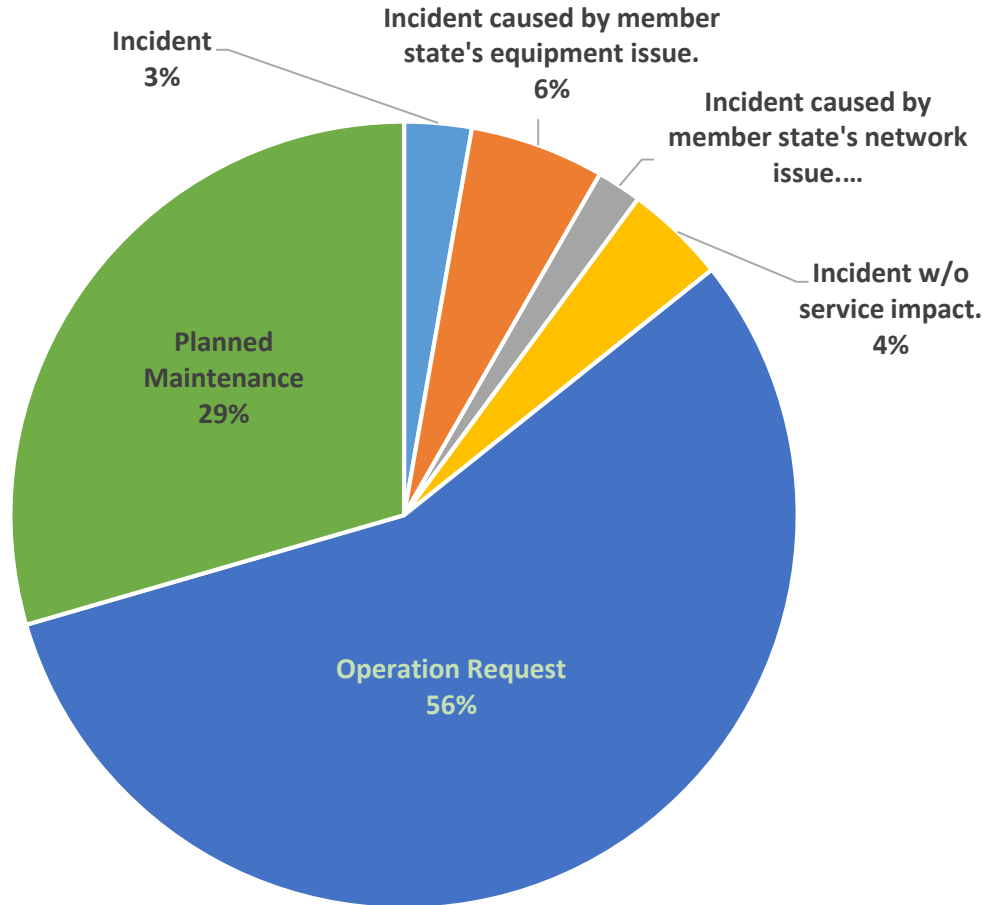
Status	State / Administration	City	Package	Port Speed	Target Completion Date	Remarks
Open	Nepal	Kathmandu	B+	128K	Feb -2023	- Mercantile local loop installation completed on 14th Nov 2022. - awaiting customer to confirm when their internet link will be ready. Target RFS date in late Jan.
Open	Mongolia	Ulaanbaatar	D	2M	Feb -2023	- awaiting customer to confirm when their internet link will be ready . Target RFS date in late Jan.
Open	Vietnam	Ho chi minh	B+	2M	May -2023	- the FPT local loop will be ready around mid-Apr and awaiting partner to confirm the hardware delivery date. Target RFS date is 1st May.

Status	State / Administration	City	Package	Port Speed	Remarks
Open	New Caledonia/ French Polynesia	-	D	2M	- Contract negotiation is in progress. Pending customer to sign off the SOF.
Open	Sri Lanka	-	D	64K	- Pending customer to sign off the SOF.
Open	Pakistan	Karachi	D	1M	- Pending customer to sign off the SOF.

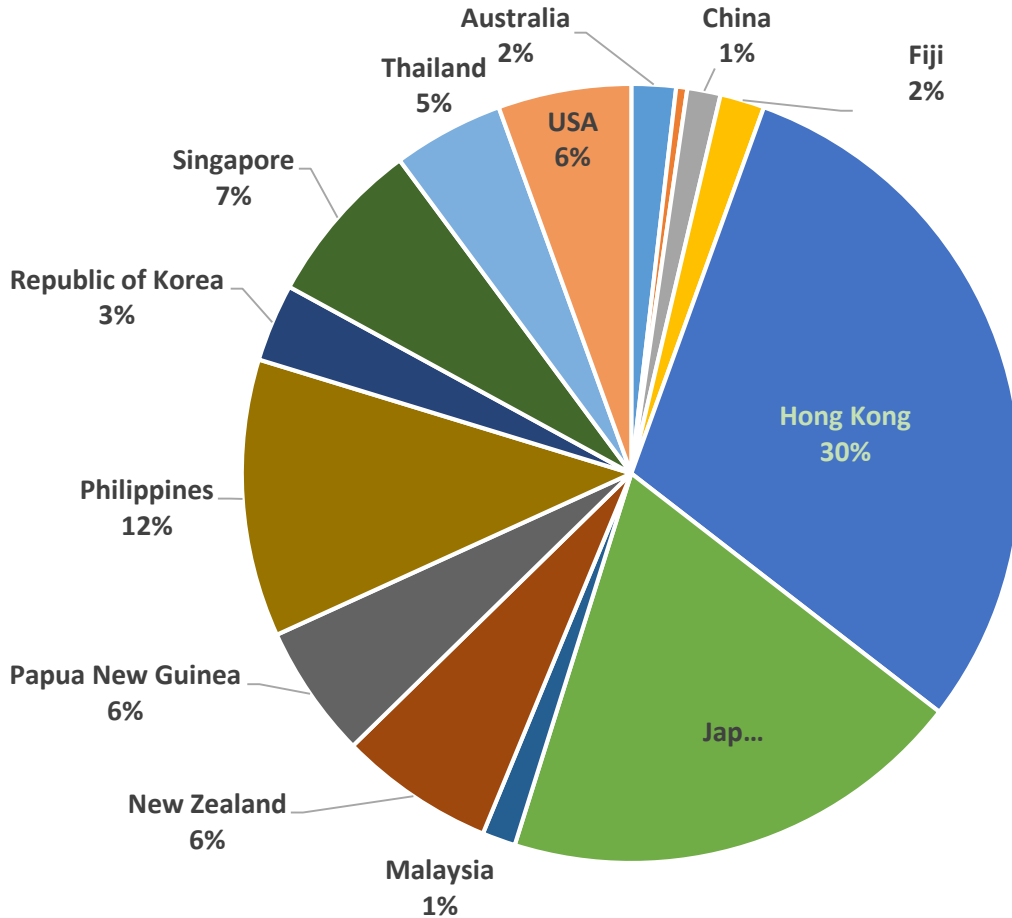
#	CRV Users	Administration	City	Package	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Circuit ID	Band width
1	Industry	Aireon LLC	Washington, USA	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	WAS(PCG) IP008578	10M
			Chandler, USA	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	CNR(PCG) IP008704
2	State / Administration	Australia	Brisbane	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	BNE(PCG) IP007485	2M
			Melbourne	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	MEL(PCG) IP007486	2M
3	State / Administration	Bhutan	Bhutan	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	PBH(TAT) IP008292	1M
4	State / Administration	China	Beijing	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	BEI(HKT) IP008377	3M
																	BEI(HKT) IP008378	3M
5	State / Administration	Fiji	Nadi	B+	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	NAD(PCG) IP007484	1M
																	NAD(PCG) IP007484-RSA	1M
6	State / Administration	Hong Kong	Hong Kong#1	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	HKG(PCG) IP007315	2M
			Hong Kong#2	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	HKG(PCG) IP007316	2M
7	State / Administration	India	Mumbai	B+	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	MMB(TAT) IP009012	1M
																	MMB(TAT) IP009012-IB	1M
8	State / Administration	Indonesia	Jakarta	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	JKT(PCG) IP008996	3M
			Makassar	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	MAK(PCG) IP008997	3M

#	CRV Users	Administration	City	Package	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Circuit ID	Band width			
9	State / Administration	Japan	Tokyo	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	TOK(PCG) IP007068	2M			
					TOK(PCG) IP007069	2M															
			Fukuoka	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	FUK(PCG) IP007070	2M	
					FUK(PCG) IP007071	2M															
			Fukuoka	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	FUK(PCG) IP008382	1M	
																			FUK(PCG) IP008383	1M	
			Kobe	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	KOB(PCG) IP008573	1M
																				KOB(PCG) IP008574	1M
			Tokyo	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	TOK(PCG) IP008863	1M	
			Kobe	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	KOB(PCG) IP008864	1M	
Kobe	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	KOB(PCG) IP008865	1M				
Fukuoka	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	FUK(PCG) IP008881	1M			
																	FUK(PCG) IP008882	1M			
Fukuoka	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	FUK(PCG) IP008883	1M			
																	FUK(PCG) IP008884	1M			
Fukuoka	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	FUK(PCG) IP008885	1M			
																	FUK(PCG) IP008886	1M			
10	State / Administration	Malaysia	Sepang	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	KLR(PCG) IP008665	2M			
																	KLR(PCG) IP008666	2M			
11	State / Administration	New Zealand	Auckland	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	AUC(TNZ) IP007482	1M			
			Christchurch	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	CHC(TNZ) IP007483	1M		
12	State / Administration	Papua New Guinea	Port Moresby	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	POM(PCG) IP008449	512K			
			Port Moresby	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	POM(PCG) IP008450	512K		

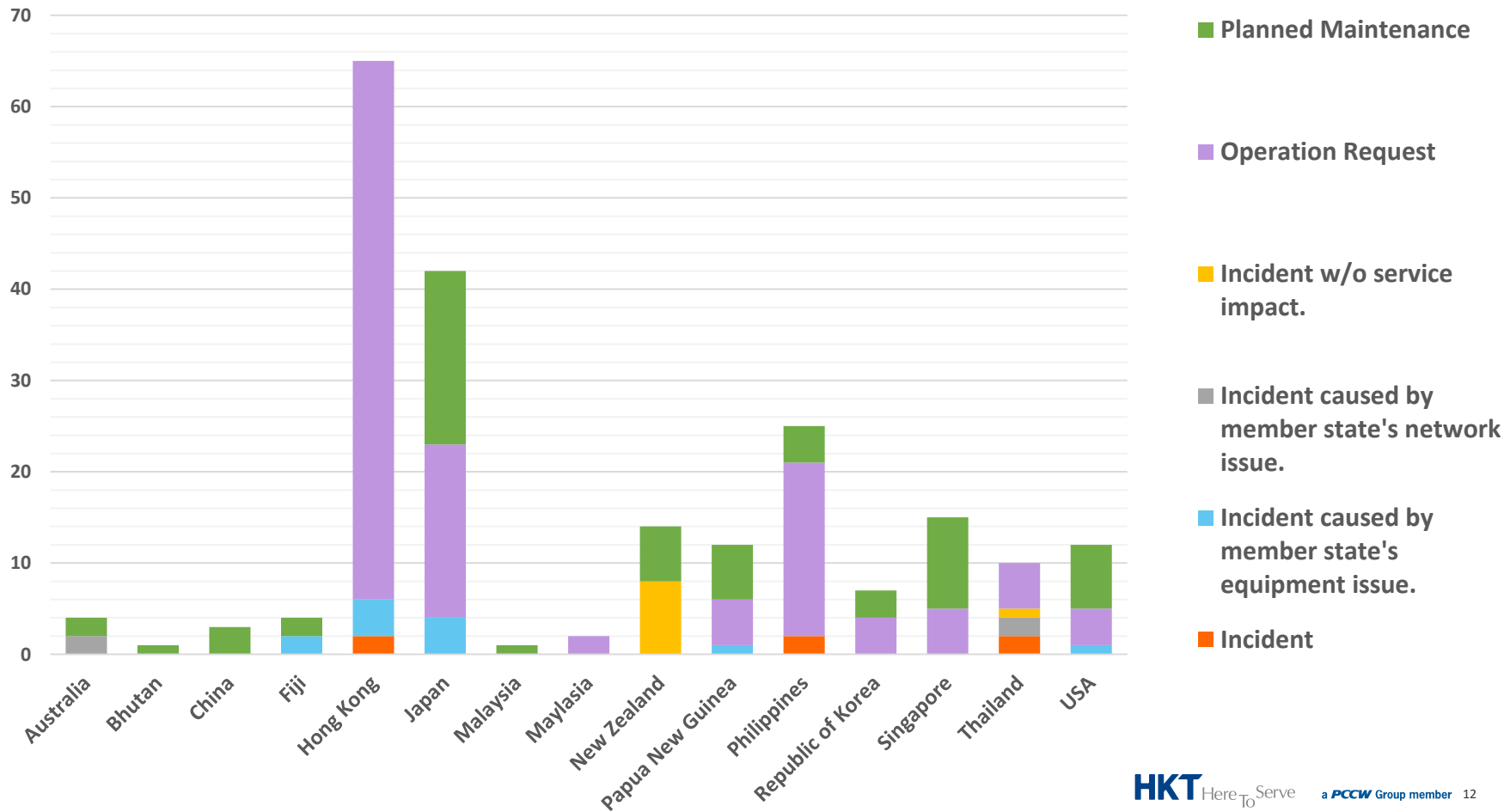
#	CRV Users	Administration	City	Package	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Circuit ID	Band width	
13	State / Administration	Philippines	Pasay	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.3%	PAY(PCG) IP007263	2M	
																	PAY(PCG) IP007264	2M	
14	State / Administration	Republic of Korea	Seoul	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	SEL(PCG) IP007995	2M	
			Incheon	C+	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	INC(PCG) IP008575	2M	
			Daegu	C+	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	TAE(PCG) IP008576	2M
15	State / Administration	Singapore	Loyang	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	SNG(PCG) IP007868	2M	
																	SNG(PCG) IP007869	2M	
			Changi	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	SNG(PCG) IP007870	2M
																		SNG(PCG) IP007871	2M
16	State / Administration	Thailand	Bangkok	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	BKK(PCG) IP008895	512K	
																	BKK(PCG) IP008896	512K	
17	State / Administration	USA	Oakland	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	OAK(PCG) IP007608	2M	
																		OAK(PCG) IP007609	2M
			Atlanta	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	ATL(PCG) IP007611	2M
			Salt Lake	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	SLC(PCG) IP007610	2M



2022 Ticket Summary by Ticket Type	
Incident	6
Incident caused by member state's equipment issue.	12
Incident caused by member state's network issue.	4
Incident w/o service impact.	9
Operation Request	122
Planned Maintenance	64
Grand Total	217



2022 Ticket Summary by States	
Australia	4
Bhutan	1
China	3
Fiji	4
Hong Kong	65
Japan	42
Malaysia	3
New Zealand	14
Papua New Guinea	12
Philippines	25
Republic of Korea	7
Singapore	15
Thailand	10
USA	12
Grand Total	217



Ticket Overview							
Administration	Incident	Incident caused by member state's equipment issue.	Incident caused by member state's network issue	Incident w/o service impact	Operation Request	Planned Maintenance	Grand Total
Australia			2			2	4
Bhutan						1	1
China						3	3
Fiji		2				2	4
Hong Kong	2	4			59		65
Japan		4			19	19	42
Malaysia					2	1	3
New Zealand				8		6	14
Papua New Guinea		1			5	6	12
Philippines	2				19	4	25
Republic of Korea					4	3	7
Singapore					5	10	15
Thailand	2		2	1	5		10
USA		1			4	7	12
Grand Total	6	12	4	9	122	64	217

Appendix A – 2022 Ticket Details



Appendix A –
2022 Ticket Details

Country	mm-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 09:45	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 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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Administrative	Incident ID*+	GSMP Circuit ID	mmm	Fault Reported Time+	Resolved Date Time	MTTR (min)	Summary*	Fault Cause Detail	Case Type*
Australia	INC000007370928	MEL(PCG) IP007486	Jun	06/06/2022 14:05:50	17/07/2022 10:53:38	0	RP476\22 Jun13 Updates Migrate BGP Confederation from INC000007371909	COMPLETED	Planned Maintenance
Australia	INC000008314433	MEL(PCG) IP007486	Jul	30/07/2022 12:25:38	31/08/2022 21:07:57	0	RP634\22 Maintenance Notification IPECR-1402 (INC000008314410)	COMPLETED	Planned Maintenance
Australia	INC000008853334	BNE(PCG) IP007485	Oct	27/10/2022 19:48:12	27/10/2022 19:54:30	5	Unable to reach Fiji	Circuit was interrupted by issue at another end.	Incident caused by member state's network issue.
Australia	INC000008853335	MEL(PCG) IP007486	Oct	27/10/2022 19:50:10	27/10/2022 19:54:30	5	Unable to reach Fiji	Circuit was interrupted by issue at another end.	Incident caused by member state's network issue.
Bhutan	INC000008515360	PBH(TAT) IP008292	Sep	01/09/2022 02:09:14	25/09/2022 19:04:48	0	RP706\22 2022-09-10 21:30:00 GMT to 2022-09-11 01:00:00 GMT TATA CHGP0461372	COMPLETED	Planned Maintenance
China	INC000005524338	BEI(HKT) IP008377	Jan	21/01/2022 13:06:10	26/01/2022 06:05:43	0	UP037\22 22 Jan. 2022 16:01 - 19:00 GMT HKT	COMPLETED	Planned Maintenance
China	INC000005524922	BEI(HKT) IP008378	Jan	21/01/2022 13:06:10	26/01/2022 06:05:43	0	UP037\22 22 Jan. 2022 16:01 - 19:00 GMT HKT	COMPLETED	Planned Maintenance
China	INC000009175997	BEI(HKT) IP008377	Dec	20/12/2022 12:36:30	29/12/2022 00:27:03	0	UP1378\22 Dec 26 2022 16:00-22:00 GMT HKT SHI438	COMPLETED	Planned Maintenance
Fiji	INC000005355173	NAD(PCG) IP007484	Jan	09/01/2022 16:45:40	09/01/2022 19:35:21	169	Circuit Down	Fiji onsite power issue.	Incident caused by member state's equipment issue.
Fiji	INC000006992816	NAD(PCG) IP007484	May	18/05/2022 05:50:29	09/06/2022 01:04:43	0	RP418\22 2022-05-30 21:00 GMT-2022-05-30 22:00 GMT PCCWG INC000006824459	COMPLETED	Planned Maintenance
Fiji	INC000007068095	NAD(PCG) IP007484	May	23/05/2022 01:27:09	24/05/2022 04:28:07	1620	Unable to make or receive calls to/from Oakland	false "Off-hook" status may be caused by Oakland customer device	Incident caused by member state's equipment issue.
Fiji	INC000007256538	NAD(PCG) IP007484	Jun	01/06/2022 03:09:49	09/06/2022 23:22:06	0	UP500\22 June 1, 2022 16:00 GMT- June 1, 2022 18:00 GMT INC000007255836	COMPLETED	Planned Maintenance
Hong Kong	INC000005242718	HKG(PCG) IP007315	Jan	2/1/2022 11:30	2/1/2022 11:42	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000005251781	HKG(PCG) IP007316	Jan	2/1/2022 11:30	2/1/2022 11:42	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000005299118	HKG(PCG) IP007315	Jan	5/1/2022 13:24	5/1/2022 13:49	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000005300273	HKG(PCG) IP007316	Jan	5/1/2022 13:24	5/1/2022 13:49	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000005417565	HKG(PCG) IP007315	Jan	13/1/2022 18:34	13/1/2022 18:49	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000005417566	HKG(PCG) IP007316	Jan	13/1/2022 18:34	13/1/2022 18:49	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000005663507	HKG(PCG) IP007315	Feb	01/02/2022 05:01	06/03/2022 07:42	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000005716098	HKG(PCG) IP007315	Feb	05/02/2022 02:51	17/03/2022 01:12	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000005720284	HKG(PCG) IP007316	Feb	05/02/2022 02:51	17/03/2022 01:12	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000005774253	HKG(PCG) IP007316	Feb	08/02/2022 18:15	17/03/2022 01:25	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000005804719	HKG(PCG) IP007315	Feb	11/02/2022 07:40	11/02/2022 08:12	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request

Administrative	Incident ID*+	GSMP Circuit ID	mmm	Fault Reported Time+	Resolved Date Time	MTTR (min)	Summary*	Fault Cause Detail	Case Type*
Hong Kong	INC000005809054	HKG(PCG) IP007316	Feb	11/02/2022 07:40	11/02/2022 08:01	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000006009430	HKG(PCG) IP007316	Feb	24/02/2022 12:41	17/03/2022 00:02	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000006010987	HKG(PCG) IP007315	Feb	24/02/2022 12:41	17/03/2022 00:02	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000006195082	HKG(PCG) IP007315	Mar	05/03/2022 21:53	05/03/2022 22:27	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000006195083	HKG(PCG) IP007316	Mar	05/03/2022 21:53	05/03/2022 22:27	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000006431205	HKG(PCG) IP007315	Apr	07/04/2022 16:14	07/04/2022 19:23	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000006431206	HKG(PCG) IP007316	Apr	07/04/2022 16:14	07/04/2022 19:23	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000006431364	HKG(PCG) IP007315	Apr	08/04/2022 00:31	08/04/2022 01:53	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000006432012	HKG(PCG) IP007315	Apr	08/04/2022 17:44	10/04/2022 16:27	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000006432052	HKG(PCG) IP007316	Apr	08/04/2022 17:44	10/04/2022 16:25	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008188745	HKG(PCG) IP007316	Jul	19/07/2022 03:37	19/07/2022 07:07	10	RFO 11.24-11.34 am HKT 07/19	stability issues with customer equipment	Incident caused by member state's equipment issue.
Hong Kong	INC000008193913	HKG(PCG) IP007315	Jul	19/07/2022 03:35	19/07/2022 07:07	10	RFO 11.24-11.34 am HKT 07/19	stability issues with customer equipment	Incident caused by member state's equipment issue.
Hong Kong	INC000008235958	HKG(PCG) IP007316	Jul	21/07/2022 07:28	21/07/2022 12:16	0	Voice Issue	customer end equipment stability issues.	Incident caused by member state's equipment issue.
Hong Kong	INC000008238502	HKG(PCG) IP007316	Jul	21/07/2022 13:17	22/07/2022 08:14	0	Voice Issue	customer end equipment stability issues.	Incident caused by member state's equipment issue.
Hong Kong	INC000008355390	HKG(PCG) IP007315	Aug	5/8/2022 19:02	6/8/2022 0:54	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008355391	HKG(PCG) IP007316	Aug	5/8/2022 19:02	6/8/2022 0:54	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008359416	HKG(PCG) IP007315	Aug	6/8/2022 22:37	6/8/2022 23:00	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008361459	HKG(PCG) IP007316	Aug	6/8/2022 22:37	6/8/2022 23:00	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008370016	HKG(PCG) IP007315	Aug	8/8/2022 8:10	8/8/2022 8:41	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008371050	HKG(PCG) IP007315	Aug	8/8/2022 8:10	8/8/2022 8:41	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008385361	HKG(PCG) IP007315	Aug	10/8/2022 15:33	10/8/2022 17:38	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008385362	HKG(PCG) IP007316	Aug	10/8/2022 15:34	10/8/2022 17:39	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008433072	HKG(PCG) IP007315	Aug	18/08/2022 16:22	18/08/2022 16:41	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008433281	HKG(PCG) IP007316	Aug	18/08/2022 16:22	18/08/2022 16:41	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008482317	HKG(PCG) IP007315	Aug	26/08/2022 17:20	26/08/2022 17:51	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008525025	HKG(PCG) IP007315	Sep	03/09/2022 11:54:05	03/09/2022 12:19:34	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request

Administrative	Incident ID*+	GSMP Circuit ID	mmm	Fault Reported Time+	Resolved Date Time	MTTR (min)	Summary*	Fault Cause Detail	Case Type*
Hong Kong	INC000008525027	HKG(PCG) IP007316	Sep	03/09/2022 11:54:05	03/09/2022 12:19:34	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008559200	HKG(PCG) IP007316	Sep	08/09/2022 19:57:10	08/09/2022 20:17:07	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008559616	HKG(PCG) IP007315	Sep	08/09/2022 19:57:10	08/09/2022 20:17:07	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008572482	HKG(PCG) IP007315	Sep	11/09/2022 05:40:01	11/09/2022 06:58:27	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008572483	HKG(PCG) IP007316	Sep	11/09/2022 05:40:01	11/09/2022 06:58:27	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008580924	HKG(PCG) IP007315	Sep	12/09/2022 11:41:18	12/09/2022 12:06:13	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008580925	HKG(PCG) IP007316	Sep	12/09/2022 11:41:18	12/09/2022 12:06:13	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008586920	HKG(PCG) IP007316	Sep	13/09/2022 08:26:58	13/09/2022 08:50:11	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008587768	HKG(PCG) IP007315	Sep	13/09/2022 08:26:58	13/09/2022 08:50:11	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008589923	HKG(PCG) IP007315	Sep	14/09/2022 01:08:15	14/09/2022 01:17:42	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008589925	HKG(PCG) IP007316	Sep	14/09/2022 01:08:15	14/09/2022 01:17:42	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008911318	HKG(PCG) IP007315	Nov	06/11/2022 22:40:32	06/11/2022 23:28:34	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008913088	HKG(PCG) IP007316	Nov	06/11/2022 22:40:32	06/11/2022 23:28:34	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008945680	HKG(PCG) IP007315	Nov	12/11/2022 02:42:00	12/11/2022 03:29:46	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000008947959	HKG(PCG) IP007316	Nov	12/11/2022 02:42:00	12/11/2022 03:29:46	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000009022684	HKG(PCG) IP007315	Nov	24/11/2022 17:04:38	24/11/2022 17:27:39	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000009022685	HKG(PCG) IP007316	Nov	24/11/2022 17:04:38	24/11/2022 17:27:39	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000009044616	HKG(PCG) IP007315	Nov	28/11/2022 11:29:18	28/11/2022 12:16:33	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000009044620	HKG(PCG) IP007316	Nov	28/11/2022 11:29:18	28/11/2022 12:16:33	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000009106745	HKG(PCG) IP007315	Dec	09/12/2022 08:02:33	13/12/2022 06:01:18	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000009106746	HKG(PCG) IP007316	Dec	09/12/2022 08:02:33	13/12/2022 06:02:43	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000009106990	HKG(PCG) IP007316	Dec	09/12/2022 01:43:32	09/12/2022 02:39:53	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000009131489	HKG(PCG) IP007315	Dec	13/12/2022 03:32:54	13/12/2022 03:42:46	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000009131490	HKG(PCG) IP007316	Dec	13/12/2022 03:32:54	13/12/2022 03:42:46	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000009155075	HKG(PCG) IP007315	Dec	17/12/2022 03:24:54	17/12/2022 11:02:50	346	Circuit Flapping	Multiple SubSea cable issue	Incident
Hong Kong	INC000009155670	HKG(PCG) IP007316	Dec	17/12/2022 03:24:54	17/12/2022 11:02:50	346	Circuit Flapping	Multiple SubSea cable issue	Incident
Hong Kong	INC000009214376	HKG(PCG) IP007315	Dec	27/12/2022 07:49:36	27/12/2022 08:19:47	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Hong Kong	INC000009214378	HKG(PCG) IP007316	Dec	27/12/2022 07:49:36	27/12/2022 08:19:47	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request

Administrative	Incident ID*+	GSMP Circuit ID	mmm	Fault Reported Time+	Resolved Date Time	MTTR (min)	Summary*	Fault Cause Detail	Case Type*
Japan	INC000005427269	FUK(PCG) IP008881	Jan	14/01/2022 10:02:19	20/02/2022 13:05:41	0	RP009\22 17 Feb. 2022 15:40 - 16:20 GMT NTT Maintenance Report No.G00057-9	COMPLETED	Planned Maintenance
Japan	INC000005427271	FUK(PCG) IP008883	Jan	14/01/2022 10:02:19	20/02/2022 13:05:41	0	RP009\22 17 Feb. 2022 15:40 - 16:20 GMT NTT Maintenance Report No.G00057-9	COMPLETED	Planned Maintenance
Japan	INC000005427952	FUK(PCG) IP007071	Jan	14/01/2022 10:02:19	20/02/2022 13:05:41	0	RP009\22 17 Feb. 2022 15:40 - 16:20 GMT NTT Maintenance Report No.G00057-9	COMPLETED	Planned Maintenance
Japan	INC000005516240	FUK(PCG) IP008382	Jan	21/01/2022 07:43:43	15/02/2022 22:36:17	0	RP018\22 14 Feb. 2022 17:00 - 17:40 GMT KDDI PL2201-000416	COMPLETED	Planned Maintenance
Japan	INC000005579330	FUK(PCG) IP007070	Jan	25/01/2022 19:55:26	26/01/2022 20:53:19	0	UP048\22 Jan 25,2022 SW01 - SW02.OSA01 Ports not coming up	COMPLETED	Planned Maintenance
Japan	INC000005966420	KOB(PCG) IP008573	Feb	22/02/2022 09:16:19	22/02/2022 09:29:45	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Japan	INC00000598424	FUK(PCG) IP007071	Feb	24/02/2022 04:55:11	24/02/2022 05:33:08	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Japan	INC000006005380	FUK(PCG) IP007070	Feb	24/02/2022 04:55:11	24/02/2022 05:33:08	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Japan	INC000006249637	KOB(PCG) IP008573	Mar	09/03/2022 01:02:01	09/03/2022 03:13:05	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Japan	INC000006423544	FUK(PCG) IP008882	Mar	24/03/2022 14:47:57	13/04/2022 20:05:50	0	RP258\22 APRIL 12, 2022 16:00 - 18:00 GMT NTT G00647-1886	COMPLETED	Planned Maintenance
Japan	INC000006423555	FUK(PCG) IP008884	Mar	24/03/2022 14:47:57	13/04/2022 20:05:50	0	RP258\22 APRIL 12, 2022 16:00 - 18:00 GMT NTT G00647-1886	COMPLETED	Planned Maintenance
Japan	INC000006423557	FUK(PCG) IP008886	Mar	24/03/2022 14:47:57	13/04/2022 20:05:50	0	RP258\22 APRIL 12, 2022 16:00 - 18:00 GMT NTT G00647-1886	COMPLETED	Planned Maintenance
Japan	INC000006423938	TOK(PCG) IP007069	Mar	25/03/2022 07:37:08	21/04/2022 21:21:35	0	RP260\22 APRIL 14, 2022 16:00 - 18:00 GMT NTT G00648-1426	COMPLETED	Planned Maintenance
Japan	INC000006423939	KOB(PCG) IP008864	Mar	25/03/2022 07:37:08	21/04/2022 21:21:35	0	RP260\22 APRIL 14, 2022 16:00 - 18:00 GMT NTT G00648-1426	COMPLETED	Planned Maintenance
Japan	INC000006423944	FUK(PCG) IP008885	Mar	25/03/2022 08:03:58	13/04/2022 20:06:43	0	RP261\22 APRIL 5, 2022 16:00 - 18:00 GMT NTT G00646-1972	COMPLETED	Planned Maintenance
Japan	INC000006423945	KOB(PCG) IP008865	Mar	25/03/2022 08:03:58	13/04/2022 20:06:43	0	RP261\22 APRIL 5, 2022 16:00 - 18:00 GMT NTT G00646-1972	COMPLETED	Planned Maintenance
Japan	INC000006423990	FUK(PCG) IP008883	Mar	25/03/2022 07:37:08	21/04/2022 21:21:35	0	RP260\22 APRIL 14, 2022 16:00 - 18:00 GMT NTT G00648-1426	COMPLETED	Planned Maintenance
Japan	INC000006424007	FUK(PCG) IP008886	Mar	25/03/2022 08:03:58	13/04/2022 20:06:43	0	RP261\22 APRIL 5, 2022 16:00 - 18:00 GMT NTT G00646-1972	COMPLETED	Planned Maintenance
Japan	INC000006424050	FUK(PCG) IP008881	Mar	25/03/2022 08:03:58	13/04/2022 20:06:43	0	RP261\22 APRIL 5, 2022 16:00 - 18:00 GMT NTT G00646-1972	COMPLETED	Planned Maintenance
Japan	INC000006424051	FUK(PCG) IP008883	Mar	25/03/2022 08:03:58	13/04/2022 20:06:43	0	RP261\22 APRIL 5, 2022 16:00 - 18:00 GMT NTT G00646-1972	COMPLETED	Planned Maintenance
Japan	INC000006427946	FUK(PCG) IP008885	Apr	01/04/2022 13:29:53	01/04/2022 14:02:04	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Japan	INC000006429002	KOB(PCG) IP008865	Apr	04/04/2022 08:55:58	28/04/2022 05:14:00	0	RQ ask CE to create discovery file for each devices	Completed Request	Operation Request
Japan	INC000006429003	FUK(PCG) IP008881	Apr	04/04/2022 08:55:58	28/04/2022 05:14:00	0	RQ ask CE to create discovery file for each devices	Completed Request	Operation Request
Japan	INC000006429004	FUK(PCG) IP008882	Apr	04/04/2022 08:55:58	28/04/2022 05:14:00	0	RQ ask CE to create discovery file for each devices	Completed Request	Operation Request
Japan	INC000006429005	FUK(PCG) IP008883	Apr	04/04/2022 08:55:58	28/04/2022 05:14:00	0	RQ ask CE to create discovery file for each devices	Completed Request	Operation Request

Administrative	Incident ID**	GSMP Circuit ID	mmm	Fault Reported Time+	Resolved Date Time	MTTR (min)	Summary*	Fault Cause Detail	Case Type*
Japan	INC000006429006	FUK(PCG) IP008884	Apr	04/04/2022 08:55:58	28/04/2022 05:14:00	0	RQ ask CE to create discovery file for each devices	Completed Request	Operation Request
Japan	INC000006429007	FUK(PCG) IP008885	Apr	04/04/2022 08:55:58	28/04/2022 05:14:00	0	RQ ask CE to create discovery file for each devices	Completed Request	Operation Request
Japan	INC000006429009	FUK(PCG) IP008886	Apr	04/04/2022 08:55:58	28/04/2022 05:14:00	0	RQ ask CE to create discovery file for each devices	Completed Request	Operation Request
Japan	INC000006429257	KOB(PCG) IP008864	Apr	04/04/2022 08:55:58	28/04/2022 05:14:00	0	RQ ask CE to create discovery file for each devices	Completed Request	Operation Request
Japan	INC000006429545	FUK(PCG) IP008886	Apr	05/04/2022 05:07:04	13/04/2022 20:18:03	0	RP298\22 11 Apr, 2022 17:00GMT - 11 Apr, 2022 20:00GMT PCCWG INC000006427434	COMPLETED	Planned Maintenance
Japan	INC000006497720	FUK(PCG) IP008881	Apr	27/04/2022 05:57:21	27/04/2022 13:02:29	425	cannot connect with Taiwan	Issue on voice switch at ICAO Taiwan	Incident caused by member state's equipment issue.
Japan	INC000006497723	FUK(PCG) IP008882	Apr	27/04/2022 05:57:21	27/04/2022 13:02:29	412	cannot connect with Taiwan	Issue on voice switch at ICAO Taiwan	Incident caused by member state's equipment issue.
Japan	INC000006503495	FUK(PCG) IP008883	Apr	27/04/2022 05:57:21	27/04/2022 13:02:29	411	cannot connect with Taiwan	Issue on voice switch at ICAO Taiwan	Incident caused by member state's equipment issue.
Japan	INC000006503497	FUK(PCG) IP008884	Apr	27/04/2022 05:57:21	27/04/2022 13:02:29	411	cannot connect with Taiwan	Issue on voice switch at ICAO Taiwan	Incident caused by member state's equipment issue.
Japan	INC000008386415	FUK(PCG) IP008881	Aug	11/08/2022 06:47:55	11/08/2022 06:56:19	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Japan	INC000008395860	FUK(PCG) IP008885	Aug	12/08/2022 08:40:01	12/08/2022 09:31:17	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Japan	INC000008426736	KOB(PCG) IP008573	Aug	18/08/2022 00:50:29	31/08/2022 20:24:36	0	UP794\22 August 18, 2022 17:00 GMT.- August 18, 2022 19:00 GMT PCCWG INC000008426722	COMPLETED	Planned Maintenance
Japan	INC000008427515	FUK(PCG) IP008883	Aug	18/08/2022 00:50:29	31/08/2022 20:24:36	0	UP794\22 August 18, 2022 17:00 GMT.- August 18, 2022 19:00 GMT PCCWG INC000008426722	COMPLETED	Planned Maintenance
Japan	INC000009055867	FUK(PCG) IP007070	Nov	30/11/2022 03:35:18	15/12/2022 03:35:30	0	Change Request	Completed Request	Operation Request
Japan	INC000009055949	TOK(PCG) IP007068	Nov	30/11/2022 03:35:18	15/12/2022 03:35:30	0	Change Request	Completed Request	Operation Request
Japan	INC000009055950	TOK(PCG) IP007069	Nov	30/11/2022 03:35:18	15/12/2022 03:35:30	0	Change Request	Completed Request	Operation Request
Japan	INC000009055951	FUK(PCG) IP007071	Nov	30/11/2022 03:35:18	15/12/2022 03:35:30	0	Change Request	Completed Request	Operation Request
Malaysia	INC000006170085	KLR(PCG) IP008665	Mar	04/03/2022 13:04:33	20/03/2022 20:58:37	0	RP153\22 17 March 2022 16:00 - 22:00 GMT AIMS EVT-033063	COMPLETED	Planned Maintenance
Maylasia	INC000006863392	KLR(PCG) IP008665	May	13/05/2022 03:29:54	13/05/2022 04:11:31	0	Network connectivity test (CRV)	Check Circuit Normal; No fault alarm and log found	Operation Request
Maylasia	INC000006870250	KLR(PCG) IP008666	May	13/05/2022 03:29:54	13/05/2022 04:11:31	0	Network connectivity test (CRV)	Check Circuit Normal; No fault alarm and log found	Operation Request
New Zealand	INC000005633912	CHC(TNZ) IP007483	Jan	30/01/2022 08:03	31/01/2022 01:35	0	Proactive Packet loss alarm	Negotiation settings on the equipment adjusted to fix the issue	Incident w/o service impact.
New Zealand	INC000006436669	AUC(TNZ) IP007482	Apr	17/04/2022 21:24	17/04/2022 21:48	0	Proactive Packet loss alarm	Check Circuit Normal; No fault alarm and log found	Incident w/o service impact.
New Zealand	INC000006436957	AUC(TNZ) IP007482	Apr	18/04/2022 13:40	18/04/2022 15:55	0	Proactive Packet loss alarm	Check Circuit Normal; No fault alarm and log found	Incident w/o service impact.
New Zealand	INC000006529825	AUC(TNZ) IP007482	Apr	28/04/2022 10:15	28/04/2022 12:27	0	Proactive Packet loss alarm	Check Circuit Normal; No fault alarm and log found	Incident w/o service impact.

Administrative	Incident ID**	GSMP Circuit ID	mmm	Fault Reported Time+	Resolved Date Time	MTTR (min)	Summary*	Fault Cause Detail	Case Type*
New Zealand	INC000006647488	AUC(TNZ) IP007482	May	3/5/2022 13:10	4/5/2022 6:57	0	Proactive Packet loss alarm	Drops due to congestion. TAC/IPE optimized the path by routing traffic to other backbone.	Incident w/o service impact.
New Zealand	INC000006824500	AUC(TNZ) IP007482	May	11/05/2022 05:38:16	08/06/2022 23:55:38	0	RP394\22 Jun1 Normal CMR: Migrate BGP Confederation US NOC Ticket#INC000006815511	COMPLETED	Planned Maintenance
New Zealand	INC000006996106	AUC(TNZ) IP007482	May	18/05/2022 05:50:29	09/06/2022 01:04:43	0	RP418\22 2022-05-30 21:00 GMT-2022-05-30 22:00 GMT PCCWG INC000006824459	COMPLETED	Planned Maintenance
New Zealand	INC000007623299	CHC(TNZ) IP007483	Jun	19/06/2022 10:02	5/7/2022 1:51	0	Proactive Latency alarm	Latency acceptable via checking on Wolverine.	Incident w/o service impact.
New Zealand	INC000007748229	CHC(TNZ) IP007483	Jun	25/06/2022 14:30	25/06/2022 14:58	0	Proactive Latency alarm	Latency acceptable via checking on Wolverine.	Incident w/o service impact.
New Zealand	INC000008074838	AUC(TNZ) IP007482	Jul	12/7/2022 18:42	12/7/2022 18:53	0	Proactive Packet loss alarm	Check Circuit Normal; No fault alarm and log found	Incident w/o service impact.
New Zealand	INC000008494970	AUC(TNZ) IP007482	Aug	29/08/2022 01:35:16	25/09/2022 18:57:54	0	RP699\22 Sept 13, 2022 13:00 to 19:00 GMT Spark 123336	COMPLETED	Planned Maintenance
New Zealand	INC000008503862	AUC(TNZ) IP007482	Aug	30/08/2022 05:17:36	25/09/2022 18:58:23	0	RP700\22 Sept 11, 2022 13:00 to 19:00 GMT Spark 123335	COMPLETED	Planned Maintenance
New Zealand	INC000008607451	AUC(TNZ) IP007482	Sep	16/09/2022 09:49:01	20/10/2022 21:04:23	0	RP763\22 Sep27 Re: PLANNED Spark Service Event. Ref. 123392	COMPLETED	Planned Maintenance
New Zealand	INC000008682390	CHC(TNZ) IP007483	Sep	28/09/2022 18:25:53	20/10/2022 20:24:39	0	UP999\22 Sept29 PECR-1459 CMR: Normal maintenance IOS Upgrade INC000008631635	COMPLETED	Planned Maintenance
Papua New Guinea	INC000006009378	POM(PCG) IP008449	Feb	24/02/2022 08:37:20	04/03/2022 21:22:22	0	UP158\22 Feb25,2022 DCST#48 Emergency Outage	COMPLETED	Planned Maintenance
Papua New Guinea	INC000006437996	POM(PCG) IP008449	Apr	20/04/2022 15:20:49	23/04/2022 03:52:56	13	Rq RFO 10:50:39-11:03:54UTC 20/Apr	Power Issue onsite	Incident caused by member state's equipment issue.
Papua New Guinea	INC000006977002	POM(PCG) IP008449	May	19/05/2022 01:46:22	15/11/2022 06:39:51	0	RP414\22 2022-05-30 21:00 GMT-2022-05-30 22:00 GMT PCCWG INC000006824459	COMPLETED	Planned Maintenance
Papua New Guinea	INC000008292883	POM(PCG) IP008449	Jul	26/07/2022 14:10:17	31/08/2022 21:18:01	0	UP712\22 26 July 2022 15:00 - 16:00 GMT DATACo Update#00 - DCST#76	COMPLETED	Planned Maintenance
Papua New Guinea	INC000008512315	POM(PCG) IP008450	Aug	31/08/2022 20:17:11	05/09/2022 17:23:07	0	UP854\22 Sept1 IPECR-1430 CMR: Emergency maintenance(US NOC Ticket#INC000008511327)	COMPLETED	Planned Maintenance
Papua New Guinea	INC000008520407	POM(PCG) IP008449	Sep	02/09/2022 03:53:19	02/09/2022 08:52:41	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Papua New Guinea	INC000008552979	POM(PCG) IP008449	Sep	07/09/2022 12:50:38	11/09/2022 21:53:51	0	UP892\22 Sep8 [Update#00 - DCST#92] Emergency Network Outage - Installation of New Router	COMPLETED	Planned Maintenance
Papua New Guinea	INC000008829991	POM(PCG) IP008450	Oct	24/10/2022 01:03:12	24/10/2022 01:32:02	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Papua New Guinea	INC000008830033	POM(PCG) IP008449	Oct	24/10/2022 03:16:23	24/10/2022 03:39:39	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Papua New Guinea	INC000008882912	POM(PCG) IP008449	Nov	01/11/2022 11:02:46	01/11/2022 12:47:58	0	Request to check voice intercoms & speed	Check Circuit Normal; No fault alarm and log found	Operation Request
Papua New Guinea	INC000008882913	POM(PCG) IP008450	Nov	01/11/2022 11:02:46	01/11/2022 12:47:58	0	Request to check voice intercoms & speed	Check Circuit Normal; No fault alarm and log found	Operation Request
Papua New Guinea	INC000009075158	POM(PCG) IP008449	Dec	03/12/2022 10:16:50	12/12/2022 23:35:58	0	UP1310\22 Dec5 CS 2 Repair and Affected Services	COMPLETED	Planned Maintenance

Administrative	Incident ID*+	GSMP Circuit ID	mmm	Fault Reported Time+	Resolved Date Time	MTRR (min)	Summary*	Fault Cause Detail	Case Type*
Philippines	INC000005603863	PAY(PCG) IP007264	Jan	27/01/2022 05:50:48	28/01/2022 04:50:20	0	Network test with TAIPEI CRV1 and 2	both TPE CRV 1 & 2 were tested normal	Operation Request
Philippines	INC000005604157	PAY(PCG) IP007263	Jan	27/01/2022 05:50:48	28/01/2022 04:50:20	0	Network test with TAIPEI CRV1 and 2	both TPE CRV 1 & 2 were tested normal	Operation Request
Philippines	INC000006438136	PAY(PCG) IP007264	Apr	21/04/2022 01:33:33	21/04/2022 03:29:54	0	Request for CSP Username	Completed Request	Operation Request
Philippines	INC000006438193	PAY(PCG) IP007263	Apr	21/04/2022 01:33:33	21/04/2022 03:29:54	0	Request for CSP Username	Completed Request	Operation Request
Philippines	INC000007028137	PAY(PCG) IP007264	May	20/05/2022 21:04:55	22/06/2022 04:47:00	0	RP435\22 May28 Scheduled Maintenance: I-22040064	COMPLETED	Planned Maintenance
Philippines	INC000007378490	PAY(PCG) IP007263	Jun	07/06/2022 00:58:18	07/06/2022 05:39:42	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Philippines	INC000007378491	PAY(PCG) IP007264	Jun	07/06/2022 00:58:18	07/06/2022 05:39:42	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Philippines	INC000007597808	PAY(PCG) IP007264	Jun	17/06/2022 14:13:27	17/07/2022 13:09:37	0	UP582\22 Jun18 Emergency Maintenance: I-22060021	COMPLETED	Planned Maintenance
Philippines	INC000008359414	PAY(PCG) IP007263	Aug	06/08/2022 22:19:35	07/08/2022 07:48:21	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Philippines	INC000008378131	PAY(PCG) IP007263	Aug	09/08/2022 23:38:41	31/08/2022 20:50:34	0	UP761\22 August 10, 2022 15:00 GMT - August 10, 2022 17:00 GMT PCCWG INC000008378220	COMPLETED	Planned Maintenance
Philippines	INC000008388706	PAY(PCG) IP007263	Aug	11/08/2022 08:38:00	11/08/2022 12:45:26	0	Request to check circuit status with JAPAN FUK1 CRV1	no issue found	Operation Request
Philippines	INC000008572486	PAY(PCG) IP007264	Sep	11/09/2022 06:20:46	18/10/2022 03:14:23	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Philippines	INC000008575455	PAY(PCG) IP007263	Sep	11/09/2022 06:23:28	24/09/2022 09:56:08	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Philippines	INC000008583646	PAY(PCG) IP007263	Sep	13/09/2022 03:52:03	20/10/2022 21:15:11	0	UP914\22 13 Sep 2022 17:00 – 22:00 GMT PLDT EOS RECTIFICATION	COMPLETED	Planned Maintenance
Philippines	INC000008596569	PAY(PCG) IP007263	Sep	14/09/2022 19:49:13	14/09/2022 20:28:38	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Philippines	INC000008596570	PAY(PCG) IP007264	Sep	14/09/2022 19:49:23	14/09/2022 20:23:53	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Philippines	INC000008644891	PAY(PCG) IP007263	Sep	23/09/2022 01:20:57	07/11/2022 02:12:50	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Philippines	INC000008649384	PAY(PCG) IP007263	Sep	23/09/2022 11:23:01	20/10/2022 10:53:15	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Philippines	INC000008649385	PAY(PCG) IP007264	Sep	23/09/2022 11:23:22	23/09/2022 12:48:41	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Philippines	INC000008920152	PAY(PCG) IP007263	Nov	07/11/2022 11:41:13	07/11/2022 12:14:25	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Philippines	INC000008920153	PAY(PCG) IP007264	Nov	07/11/2022 11:41:13	07/11/2022 12:14:25	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Philippines	INC000008945681	PAY(PCG) IP007263	Nov	12/11/2022 02:42:00	12/11/2022 03:29:46	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Philippines	INC000008947961	PAY(PCG) IP007264	Nov	12/11/2022 02:42:00	12/11/2022 03:29:46	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Philippines	INC000009155088	PAY(PCG) IP007264	Dec	17/12/2022 05:15:17	17/12/2022 11:01:28	346	Circuit Down	Multiple SubSea cable issue	Incident
Philippines	INC000009155678	PAY(PCG) IP007263	Dec	17/12/2022 05:15:17	17/12/2022 11:01:28	346	Circuit Down	Multiple SubSea cable issue	Incident
Republic of Korea	INC000006005349	SEL(PCG) IP007995	Feb	24/02/2022 02:14:01	24/02/2022 02:39:00	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Republic of Korea	INC000006005350	SEL(PCG) IP007996	Feb	24/02/2022 02:14:01	24/02/2022 02:39:00	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Republic of Korea	INC000006249592	INC(PCG) IP008575	Mar	08/03/2022 16:01:02	08/03/2022 16:25:37	0	Rq reset the Japan CE Router	Completed Request	Operation Request

Administrative	Incident ID**+	GSMP Circuit ID	mmm	Fault Reported Time+	Resolved Date Time	MTTR (min)	Summary*	Fault Cause Detail	Case Type*
Republic of Korea	INC000006964731	INC(PCG) IP008575	May	17/05/2022 23:28:25	21/05/2022 16:23:33	0	UP436\22\May18 IPECR-1341 CMR: Emergency maintenance US NOC Ticket#INC000006964717	COMPLETED	Planned Maintenance
Republic of Korea	INC000007587807	SEL(PCG) IP007996	Jun	17/06/2022 05:09:47	17/07/2022 12:56:53	0	UP576\22 June 20, 2022 15:00 - 21:00 GMT LGUplus 500186832724	COMPLETED	Planned Maintenance
Republic of Korea	INC000008232398	SEL(PCG) IP007995	Jul	21/07/2022 05:54:11	21/07/2022 07:49:42	0	Request to activate CSP user right on Invoicing	Completed Request	Operation Request
Republic of Korea	INC000009104491	INC(PCG) IP008575	Dec	08/12/2022 09:40:02	29/12/2022 00:54:57	0	RP1089\22 Dec22 SK Broadband Maintenance work	COMPLETED	Planned Maintenance
Singapore	INC000005325997	SNG(PCG) IP007869	Jan	07/01/2022 10:35:42	26/01/2022 06:00:39	0	RP1127\21 22 Jan. 2022 16:00 GMT - 23 Jan. 2022 00:00 GMT Singtel CHG000000115391	COMPLETED	Planned Maintenance
Singapore	INC000005604181	SNG(PCG) IP007869	Jan	27/01/2022 07:27:49	14/02/2022 22:12:18	0	RP030\22 FEBRUARY 12-13, 2022 16:00 -0:00 GMT SINGTEL CHG000000115388	COMPLETED	Planned Maintenance
Singapore	INC000006427852	SNG(PCG) IP007868	Apr	01/04/2022 06:28:51	21/04/2022 21:26:20	0	RP286\22 APRIL 13, 2022 14:00 - 16:00 GMT PCCW NGN ELL/ELL	COMPLETED	Planned Maintenance
Singapore	INC000006434264	SNG(PCG) IP007871	Apr	12/04/2022 09:59:29	26/04/2022 16:25:10	0	RP322\22 Apr23 Urgent Network Maintenance Activity CHG000000120230	COMPLETED	Planned Maintenance
Singapore	INC000006435322	SNG(PCG) IP007871	Apr	14/04/2022 08:59:56	26/04/2022 16:28:18	0	RP325\22 23 April 2022 17:00 - 21:00 GMT Singtel CHG000000120230	COMPLETED	Planned Maintenance
Singapore	INC000006832347	SNG(PCG) IP007868	May	11/5/2022 11:01	11/5/2022 11:23	0	RQ/ Request to Reset CSP login for Mr. Augustine LAU	Completed Request	Operation Request
Singapore	INC000006843485	SNG(PCG) IP007870	May	12/5/2022 6:02	21-05-2022 10:11	0	check the if there is an existing routing and ACL configuration for the IP	Completed Request	Operation Request
Singapore	INC000006843487	SNG(PCG) IP007871	May	12/5/2022 6:02	21-05-2022 10:11	0	check the if there is an existing routing and ACL configuration for the IP	Completed Request	Operation Request
Singapore	INC000007192835	SNG(PCG) IP007870	May	29-05-2022 17:28	29-05-2022 18:28	0	Request to check circuit status	Circuit was normal upon checking.	Operation Request
Singapore	INC000007192836	SNG(PCG) IP007871	May	29-05-2022 17:30	29-05-2022 18:37	0	Request to check circuit status	Circuit was normal upon checking.	Operation Request
Singapore	INC000007575708	SNG(PCG) IP007870	Jun	16/06/2022 09:21:49	17/07/2022 12:52:26	0	RP495\22 Jul3 Service Maintenance NCR 32390	COMPLETED	Planned Maintenance
Singapore	INC000008485003	SNG(PCG) IP007869	Aug	27/08/2022 07:48:25	05/09/2022 17:21:25	0	RP695\22 03 Sept. 2022 16:00 GMT - 04 Sept. 2022 00:00 GMT Singtel CHG000000127738	COMPLETED	Planned Maintenance
Singapore	INC000008692283	SNG(PCG) IP007869	Sep	30/09/2022 14:05:09	25/10/2022 18:06:11	0	RP802 22 Oct8 Fwd: Urgent Network Maintenance Activity CHG000000129530	COMPLETED	Planned Maintenance
Singapore	INC000008754743	SNG(PCG) IP007869	Oct	11/10/2022 08:50:52	25/10/2022 18:02:36	0	RP844\22 Oct 22,2022 16:00-Oct 23,2022 00:00 GMT Singtel CHG000000129743	COMPLETED	Planned Maintenance
Singapore	INC000008808601	SNG(PCG) IP007870	Oct	20/10/2022 03:01:19	12/11/2022 09:23:20	0	RP879\22 5 Nov 2022 19:30 – 22:30GMT Starhub NCR 34958	COMPLETED	Planned Maintenance
Thailand	INC000008232404	BKK(PCG) IP008895	Jul	21/07/2022 06:06	26/07/2022 05:49	0	Request for CSP user access right.	Completed Request	Operation Request

Administrative	Incident ID*+	GSMP Circuit ID	mmm	Fault Reported Time+	Resolved Date Time	MTTR (min)	Summary*	Fault Cause Detail	Case Type*
Thailand	INC000008476821	BKK(PCG)-PBH(TAT) GRE66029751	Aug	25/08/2022 23:26:12	26/08/2022 00:58:26	19	Circuit Down	CE at Bhutan site rebooted causing downtime on this tunnel.	Incident
Thailand	INC000008478352	BKK(PCG)-PBH(TAT) GRE66019751	Aug	25/08/2022 23:26	26/08/2022 00:58	19	Circuit Down	CE at Bhutan site rebooted causing downtime on this tunnel.	Incident
Thailand	INC000008755547	BKK(PCG)-SNG(PCG) GRE66016504	Oct	11/10/2022 2:59	11/10/2022 4:52	0	Circuit Down	Circuit was affected by the faulty equipment at the remote end. FE replaced device as a permanent fix.	Incident w/o service impact.
Thailand	INC000008961596	BKK(PCG)-BEI(HKT) GRE66028601	Nov	14/11/2022 16:26:39	14/11/2022 17:17:58	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Thailand	INC000008961729	BKK(PCG)-BEI(HKT) GRE66018601	Nov	14/11/2022 16:24:54	14/11/2022 17:30:05	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Thailand	INC000008987723	BKK(PCG)-SNG(PCG) GRE66026503	Nov	19/11/2022 12:30:15	19/11/2022 14:14:00	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Thailand	INC000008987724	BKK(PCG)-SNG(PCG) GRE66016503	Nov	19/11/2022 12:30:20	19/11/2022 12:49:15	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
Thailand	INC000009217031	BKK(PCG)-PBH(TAT) GRE66029751	Dec	28/12/2022 03:13:52	28/12/2022 03:33:01	19	Circuit Down	network issue at Bhutan side	Incident caused by member state's network issue.
Thailand	INC000009219989	BKK(PCG)-PBH(TAT) GRE66019751	Dec	28/12/2022 03:11:19	28/12/2022 03:32:17	19	Circuit Down	network issue at Bhutan side	Incident caused by member state's network issue.
USA	INC000005629576	OAK(PCG) IP007608	Dec	17/12/2021 13:31	29/01/2022 06:41	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
USA	INC000005663505	OAK(PCG) IP007608	Feb	01/02/2022 05:04:20	13/02/2022 12:53:50	0	UP058\22 Feb 3 2022 08:00 GMT - Feb 3 2022 14:00 GMT Verizon R-287094	COMPLETED	Planned Maintenance
USA	INC000005690926	OAK(PCG) IP007608	Feb	03/02/2022 03:31:42	06/02/2022 04:39:39	0	UP062\22 03 Feb. 2022 08:00 - 14:00 GMT Verizon Maintenance Notification - R-287094 / E-287094	COMPLETED	Planned Maintenance
USA	INC000005762694	OAK(PCG) IP007608	Feb	08/02/2022 06:37:09	20/02/2022 13:21:16	0	UP083\22 Feb 18 2022 08:00 GMT - Feb 15 2022 14:00 GMT Verizon R-292977	COMPLETED	Planned Maintenance
USA	INC000006109726	OAK(PCG) IP007608	Mar	1/3/2022	18/03/2022	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
USA	INC000006167836	ATL(PCG) IP007611	Mar	04/03/2022 16:09:32	20/03/2022 20:55:25	0	RP157\22 Mar15,2022 Lumen Scheduled Maintenance #: 23179278	COMPLETED	Planned Maintenance
USA	INC000008594296	ATL(PCG) IP007611	Sep	14/09/2022 13:19:10	20/10/2022 21:11:46	0	UP921\22 Sep16 Lumen Scheduled Maintenance #: 24773084, Scheduled	COMPLETED	Planned Maintenance
USA	INC000008761263	OAK(PCG) IP007608	Oct	12/10/2022 3:31	12/10/2022 4:05	0	Requested to check circuit status.	Check Circuit Normal; No fault alarm and log found	Operation Request
USA	INC000008945725	OAK(PCG) IP007609	Nov	12/11/2022 10:13:15	23/11/2022 09:20:14	0	UP1203\22 2022-11-18 08:00-14:00 GMT LUMEN 25311827	COMPLETED	Planned Maintenance
USA	INC000008985325	ATL(PCG) IP007611	Nov	18/11/2022 13:01	24/11/2022 13:21	0	Request to add advertised prefixes	Completed Request	Operation Request
USA	INC000009013185	OAK(PCG) IP007609	Nov	23/11/2022 03:37:56	06/12/2022 04:36:49	0	RP1022\22 2022-12-05 08:00 to 14:00 GMT Lumen 25410696	COMPLETED	Planned Maintenance
USA	INC000009015242	OAK(PCG) IP007608	Nov	23/11/2022 20:40	18/11/2022 20:22	35	an outage on one of voice lines	power module failure at their active voice gateway	Incident caused by member state's equipment issue.