

SP/02 to CRV OG/12

# **PCCW Global** **CRV Network** **Yearly Service Review 2023**

- By Lorraine Kwan

**HKT** Here To Serve

a PCCW Group member



- 72 circuits in 39 cities with different CRV packages, A, B+, C+, C, D+ and D.
- 2 service providers in the CRV network.
- 12 circuits are under implementation
  - Cambodia**
  - French Polynesia --Papeete**
  - Hong Kong**
  - Macau**
  - Myanmar - Yangon**
  - New Caledonia - Tontouta**
  - Sri Lanka - Colombo**
  - Vietnam – Ho Chi Minh**
- 4 member states are joining CRV in 2024
  - Bangladesh**
  - Brunei**
  - Laos**
  - Maldives**

| # | CRV Users              | Administration   | City        | Package | Circuit SR | Circuit ID            | Bandwidth |
|---|------------------------|------------------|-------------|---------|------------|-----------------------|-----------|
| 1 | Industry               | Aireon LLC       | Washington  | C       | SR175721   | WAS(PCG) IP008578     | 10M       |
|   |                        |                  | Chandler    | 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, China | Hong Kong#1 | C+      | SR232680   | HKG(PCG) IP007315     | 2M        |
|   |                        |                  | Hong Kong#2 | C       | SR232676   | HKG(PCG) IP007316     | 2M        |
| 7 | State / Administration | India            | Mumbai      | B+      | SR215423   | MMB(TAT) IP009012     | 1M        |
|   |                        |                  |             |         | SR215426   | 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 /<br>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        |
|    |                           |                | Kobe        | C       | SR224941   | KOB(PCG) IP009191     | 1M        |
| 10 | State /<br>Administration | Malaysia       | Sepang      | A       | SR185437   | KLR(PCG) IP008665     | 2M        |
|    |                           |                |             |         | SR185440   | KLR(PCG) IP008666     | 2M        |
| 11 | State /<br>Administration | Mongolia       | Ulaanbaatar | D       | SR220175   | ULN(PCG) IP009181-IRA | 2M        |

| #  | CRV Users                 | Administration    | City         | Package | Circuit SR | Circuit ID                                | Bandwidth    |
|----|---------------------------|-------------------|--------------|---------|------------|-------------------------------------------|--------------|
| 11 | State /<br>Administration | Mongolia          | Ulaanbaatar  | D       | SR220175   | ULN(PCG) IP009181-IRA                     | 2M           |
| 12 | State /<br>Administration | Nepal             | Kathmandu    | B+      | SR216315   | KTM(MER) IP009125<br>KTM(MER) IP009125-IB | 128K<br>128K |
| 13 | State /<br>Administration | New Zealand       | Auckland     | C       | SR145774   | AUC(TNZ) IP007482                         | 1M           |
|    |                           |                   | Christchurch | C       | SR145779   | CHC(TNZ) IP007483                         | 1M           |
| 14 | State /<br>Administration | Pakistan          | Karachi      | D       | SR224235   | KHI(PCG) IP009186                         | 1M           |
| 15 | State /<br>Administration | Papua New Guinea  | Port Moresby | C       | SR225630   | POM(PCG) IP008449                         | 640K         |
|    |                           |                   | Port Moresby | C       | SR225633   | POM(PCG) IP008450                         | 640K         |
| 16 | State /<br>Administration | Philippines       | Pasay        | A       | SR141177   | PAY(PCG) IP007263                         | 2M           |
|    |                           |                   |              |         | SR141179   | PAY(PCG) IP007264                         | 2M           |
| 17 | State /<br>Administration | Republic of Korea | Seoul        | A       | SR158018   | SEL(PCG) IP007995                         | 2M           |
|    |                           |                   | Seoul        | A       | SR158021   | SEL(PCG) IP007996                         | 2M           |
|    |                           |                   | Incheon      | C+      | SR207353   | INC(PCG) IP008575                         | 2M           |
|    |                           |                   | Daegu        | C+      | SR211373   | TAE(PCG) IP008576                         | 2M           |

| #  | CRV Users                 | Administration | City      | Package | Circuit SR | Circuit ID        | Bandwidth |
|----|---------------------------|----------------|-----------|---------|------------|-------------------|-----------|
| 18 | State /<br>Administration | 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        |
| 19 | State /<br>Administration | Thailand       | Bangkok   | A       | SR199398   | BKK(PCG) IP008895 | 512K      |
|    |                           |                |           |         | SR199401   | BKK(PCG) IP008896 | 512K      |
| 20 | State /<br>Administration | 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 | State / Administration | City         | Package | Port Speed | Remarks                                                                                                                                                                      |
|--------|------------------------|--------------|---------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Open   | Cambodia               | Phnom Penh   | B+      | 2M         | - Contract signed.                                                                                                                                                           |
| Open   | French Polynesia       | Papeete      | D+      | 2M         | - Cisco 4331 is ready. Awaiting customer to update the SEP (System Engineering Plan) with the IP address information.                                                        |
| Open   | Hong Kong, China       | Hong Kong #4 | C       | 2M         | - Order is pending in order to match with the Macau target delivery date.                                                                                                    |
| Open   | Macau                  | Taipa        | A       | 2M         | - Contract signed.                                                                                                                                                           |
| Open   | Myanmar                | Yangon       | B+      | 1M         | - Order placed to equipment vendor and service provider. Awaiting to complete the site survey and confirm the target delivery date.                                          |
| Open   | New Caledonia          | Tontouta     | D+      | 2M         | - Cisco 4331 is ready. Awaiting customer to update the SEP (System Engineering Plan) with the IP address information.                                                        |
| Open   | Sri Lanka              | Colombo      | D       | 256K       | - Cisco 4331 is ready. Awaiting customer to update the SEP (System Engineering Plan) with the IP address information.                                                        |
| Open   | Vietnam                | Ho Chi Minh  | B+      | 1M         | - Cisco 4331 was installed but found regular packet drop. It is suspected due to security policy on the local loop. Local loop provider FPT is working to isolate the issue. |

| Status | State / Administration | Remarks                                                                                               |
|--------|------------------------|-------------------------------------------------------------------------------------------------------|
| Open   | Bangladesh             | - Contract negotiation is in progress.                                                                |
| Open   | Brunei                 | - Contract negotiation is in progress.                                                                |
| Open   | Laos                   | - Contract negotiation is in progress.                                                                |
| Open   | Maldives               | - Contract negotiation is on hold due to ongoing company restructuring and management change at MACL. |

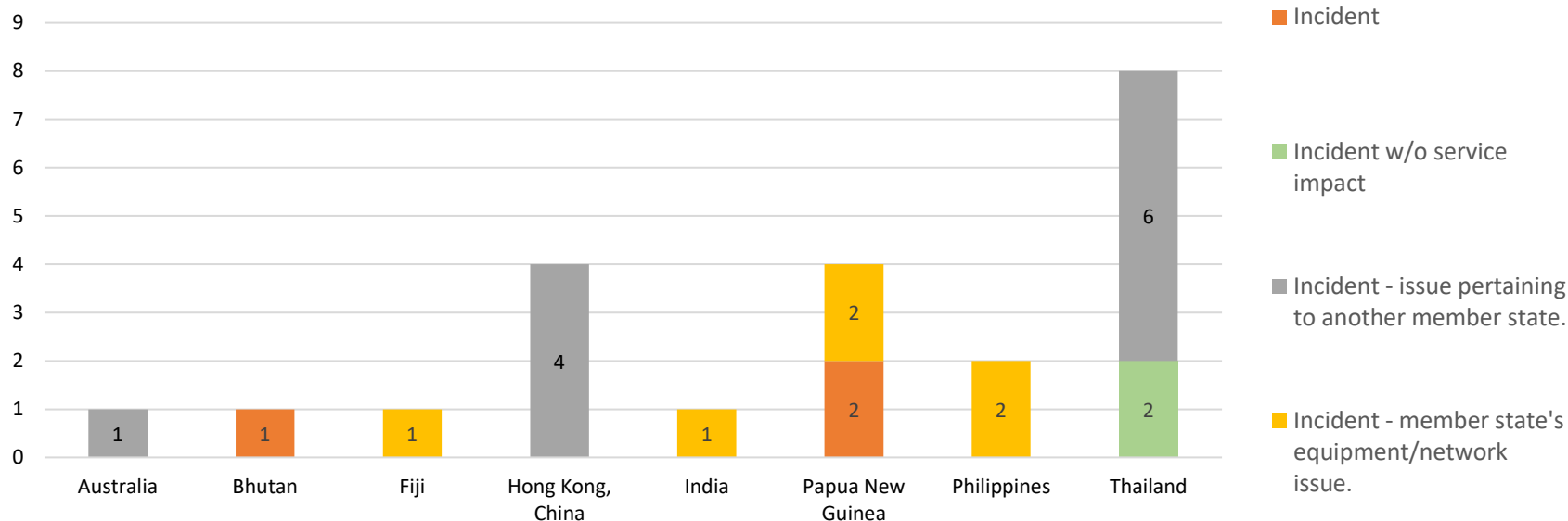
| # | CRV Users              | Administration   | City        | Package | Jan  | Feb  | Mar  | Apr  | May   | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  | Circuit ID            | Bandwidth |
|---|------------------------|------------------|-------------|---------|------|------|------|------|-------|------|------|------|------|------|------|------|-----------------------|-----------|
| 1 | Industry               | Aireon LLC       | Washington  | C       | 100% | 100% | 100% | 100% | 100%  | 100% | 100% | 100% | 100% | 100% | 100% | 100% | WAS(PCG) IP008578     | 10M       |
|   |                        |                  | Chandler    | C       | 100% | 100% | 100% | 100% | 100%  | 100% | 100% | 100% | 100% | 100% | 100% | 100% | CNR(PCG) IP008704     | 10M       |
| 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% | 99.7% | 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, China | 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            | Bandwidth |
|----|------------------------|----------------|-------------|---------|------|------|------|------|------|------|------|------|------|------|------|------|-----------------------|-----------|
| 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% | FUK(PCG) IP007070     | 2M        |
|    |                        |                |             |         |      |      |      |      |      |      |      |      |      |      |      |      | FUK(PCG) IP007071     | 2M        |
|    |                        |                | Fukuoka     | A       | 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% | KOB(PCG) IP008573     | 1M        |
|    |                        |                |             |         |      |      |      |      |      |      |      |      |      |      |      |      | KOB(PCG) IP008574     | 1M        |
|    |                        |                | Tokyo       | C       | 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% | KOB(PCG) IP008864     | 1M        |
|    |                        |                | Kobe        | C       | 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% | FUK(PCG) IP008881     | 1M        |
|    |                        |                |             |         |      |      |      |      |      |      |      |      |      |      |      |      | FUK(PCG) IP008882     | 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 | Mongolia       | Ulaanbaatar | D       | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | ULN(PCG) IP009181-IRA | 2M        |

| #  | CRV Users              | Administration    | City         | Package | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep    | Oct  | Nov    | Dec  | Circuit ID                                | Bandwidth    |
|----|------------------------|-------------------|--------------|---------|------|------|------|------|------|------|------|------|--------|------|--------|------|-------------------------------------------|--------------|
| 12 | State / Administration | Nepal             | Kathmandu    | B+      | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%   | 100% | 100%   | 100% | KTM(MER) IP009125<br>KTM(MER) IP009125-IB | 128K<br>128K |
| 13 | 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% | CHC(TNZ) IP007483                         | 1M           |
| 14 | State / Administration | Pakistan          | Karachi      | D       | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%   | 100% | 100%   | 100% | KHI(PCG) IP009186                         | 1M           |
| 15 | State / Administration | Papua New Guinea  | Port Moresby | C       | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%   | 100% | 100%   | 100% | POM(PCG) IP008449                         | 640K         |
|    |                        |                   | Port Moresby | C       | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.98% | 100% | 99.95% | 100% | POM(PCG) IP008450                         | 640K         |
| 16 | State / Administration | Philippines       | Pasay        | A       | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%   | 100% | 100%   | 100% | PAY(PCG) IP007263<br>PAY(PCG) IP007264    | 2M<br>2M     |
| 17 | State / Administration | Republic of Korea | Seoul        | A       | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%   | 100% | 100%   | 100% | SEL(PCG) IP007995<br>SEL(PCG) IP007996    | 2M<br>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% | TAE(PCG) IP008576                         | 2M           |
| 18 | State / Administration | Singapore         | Loyang       | A       | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%   | 100% | 100%   | 100% | SNG(PCG) IP007868<br>SNG(PCG) IP007869    | 2M<br>2M     |
|    |                        |                   | Changi       | A       | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%   | 100% | 100%   | 100% | SNG(PCG) IP007870<br>SNG(PCG) IP007871    | 2M<br>2M     |
| 19 | State / Administration | Thailand          | Bangkok      | A       | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%   | 100% | 100%   | 100% | BKK(PCG) IP008895<br>BKK(PCG) IP008896    | 512K<br>512K |
| 20 | State / Administration | USA               | Oakland      | A       | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100%   | 100% | 100%   | 100% | OAK(PCG) IP007608<br>OAK(PCG) IP007609    | 2M<br>2M     |
|    |                        |                   | Atlanta      | C       | 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% | SLC(PCG) IP007610                         | 2M           |

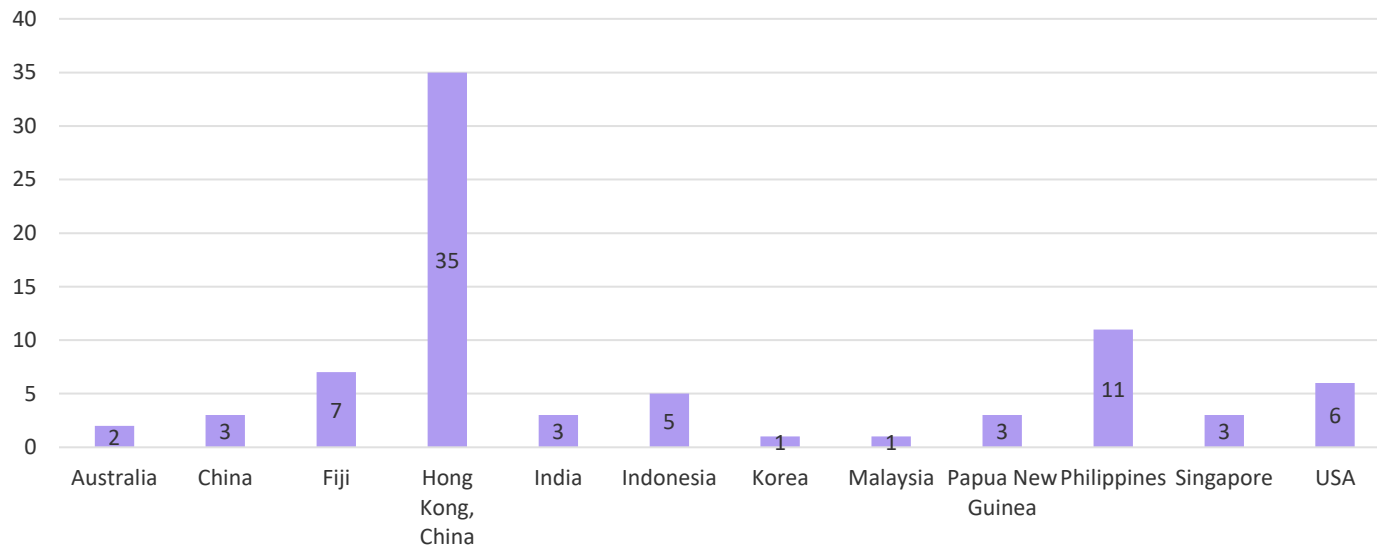
| Ticket Type                                          | Count |
|------------------------------------------------------|-------|
| Incident                                             | 3     |
| Incident - issue pertaining to another member state. | 11    |
| Incident - member state's equipment/network issue.   | 6     |
| Incident w/o service impact                          | 2     |
| Operation Request                                    | 80    |
| Planned Maintenance                                  | 62    |
| Grand Total                                          | 164   |

## 2023 Ticket Type Distribution - Incident



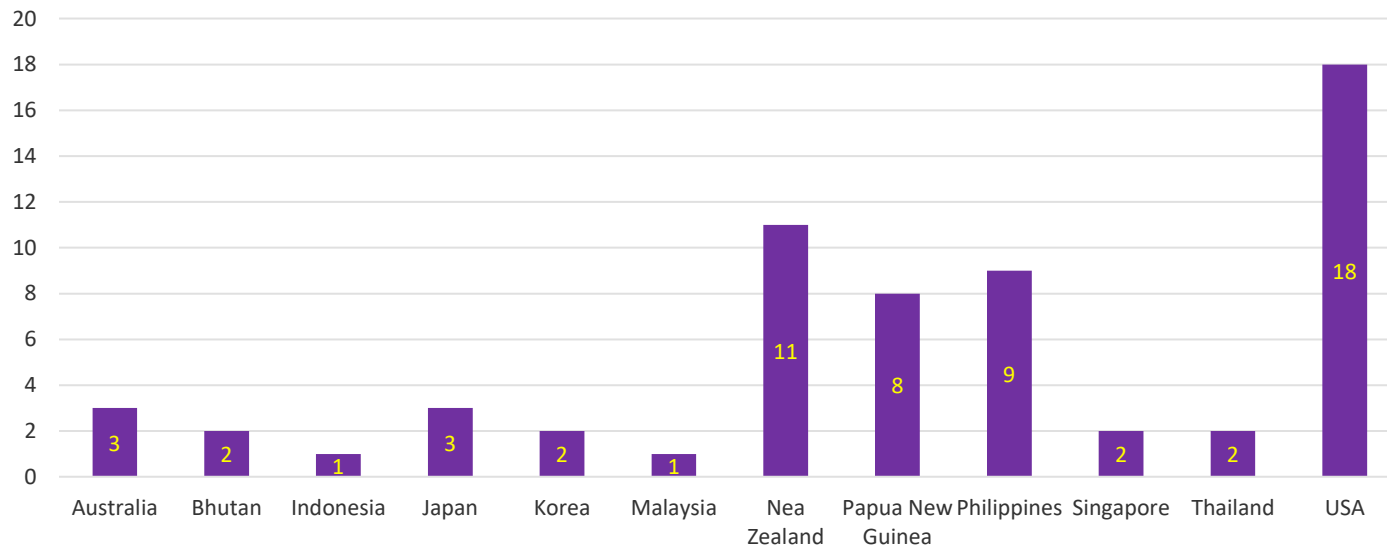
| Ticket Type                                          | Count     |
|------------------------------------------------------|-----------|
| Incident                                             | 3         |
| Incident - issue pertaining to another member state. | 11        |
| Incident - member state's equipment/network issue.   | 6         |
| Incident w/o service impact                          | 2         |
| <b>Total</b>                                         | <b>22</b> |

## 2023 Ticket Type Distribution – Operation Request



| Ticket Type                                                                                                                                                                    | Count |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| <b>Operation Request</b><br>- Circuit status check without any actual CRV network issue.<br>- Request for engineer support on non-issue tasks<br>- Request circuit information | 80    |

## 2023 Ticket Type Distribution – Planned Maintenance



| Ticket Type         | Count |
|---------------------|-------|
| Planned Maintenance | 62    |

## Appendix A – 2023 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 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 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 10:13  | 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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