

CRV OPERATIONS PERFORMANCE REPORT

(Presented by PCCW Global)

SUMMARY

This paper presents CRV Operational Performance in 2024.

1. INTRODUCTION

The CRV Operational Performance Report aims to provide an analysis of CRV network's reliability and overall performance in 2024.

2. DISCUSSION

This report serves as a tool for member states to understand current performance levels and drives informed decision-making for future network investments and upgrades.

PCCW Global



CRV Network Yearly Service Review 2024

by Lorraine Kwan



Latest CRV Updates

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consoleconnect



- 68 circuits in 38 cities with different CRV packages, A, B+, C+, C, D+ and D.
- 2 service providers in the CRV network.
- 4 circuits are under implementation
 - New Caledonia**
 - Maldives**
 - Hong Kong #3**
 - Hong Kong #4**
- 8 member states are joining CRV in 2025
 - Bangladesh
 - Brunei
 - Cook Island
 - Laos PDR
 - Niue
 - Oman
 - Samoa
 - Tonga

Service Inventory – 1/4

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#	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	Cambodia	Phnom Penh	B+	SR239167	PNH(PCG) IP009372	1.5M
					SR239170	PNH(PCG) IP009372-IB	1.5M
5	State / Administration	China	Beijing	A	SR167115	BEI(HKT) IP008377	3M
					SR167118	BEI(HKT) IP008378	3M
6	State / Administration	French Polynesia	FAA'A	D	SR225830	PPT(PCG) IP009243-IRA	2M
7	State / Administration	Fiji	Nadi	B+	SR177317	NAD(PCG) IP007484	1M
					SR177327	NAD(PCG) IP007484-RSA	1M
8	State / Administration	Hong Kong, China	Hong Kong#1	C+	SR232680	HKG(PCG) IP007315	2M
			Hong Kong#2	C	SR232676	HKG(PCG) IP007316	2M
9	State / Administration	India	Mumbai	B+	SR215423	MMB(TAT) IP009012	1M
					SR215426	MMB(TAT) IP009012-IB	1M

Service Inventory – 2/4

PCCWGlobal



#	CRV Users	Administration	City	Package	Circuit SR	Circuit ID	Bandwidth
10	State / Administration	Indonesia	Jakarta	C	SR215035	JKT(PCG) IP008996	3M
			Makassar	C	SR215038	MAK(PCG) IP008997	3M
11	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	2M
					SR167390	FUK(PCG) IP008383	2M
			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
12	State / Administration	Macau, China	Taipa	C+	SR240806	MCO(CTM) IP009385	2M

Service Inventory – 3/4

PCCWGlobal



#	CRV Users	Administration	City	Package	Circuit SR	Circuit ID	Bandwidth
13	State / Administration	Malaysia	Sepang	A	SR185437	KLR(PCG) IP008665	2M
					SR185440	KLR(PCG) IP008666	2M
14	State / Administration	Mongolia	Ulaanbaatar	D	SR220175	ULN(PCG) IP009181-IRA	2M
15	State / Administration	Myanmar	Yangon	B+	SR236424	YNG(PCG) IP009341	1M
					SR236427	YNG(PCG) IP009341-IB	1M
16	State / Administration	Nepal	Kathmandu	B+	SR216315	KTM(MER) IP009125	128K
					SR216318	KTM(MER) IP009125-IB	128K
17	State / Administration	New Zealand	Auckland	C	SR145774	AUC(TNZ) IP007482	1M
			Christchurch	C	SR145779	CHC(TNZ) IP007483	1M
18	State / Administration	Pakistan	Karachi	D	SR224235	KHI(PCG) IP009186	1M
19	State / Administration	Papua New Guinea	Port Moresby	C	SR225630	POM(PCG) IP008449	640K
			Port Moresby	C	SR225633	POM(PCG) IP008450	640K
20	State / Administration	Philippines	Pasay	A	SR141177	PAY(PCG) IP007263	2M
					SR141179	PAY(PCG) IP007264	2M
21	State / Administration	Republic of Korea	Seoul	A	SR158018	SEL(PCG) IP007995	2M
					SR158021	SEL(PCG) IP007996	2M
			Incheon	C+	SR207353	INC(PCG) IP008575	2M
			Daegu	C+	SR211373	TAE(PCG) IP008576	2M

Service Inventory – 4/4

PCCWGlobal



#	CRV Users	Administration	City	Package	Circuit SR	Circuit ID	Bandwidth
22	State / Administration	Singapore	Loyang	A	SR244911	SNG(PCG) IP007868	2M
					SR244914	SNG(PCG) IP007869	2M
			Changi	A	SR244917	SNG(PCG) IP007870	2M
					SR244920	SNG(PCG) IP007871	2M
23	State / Administration	Sri Lanka	Colombo	D	SR216381	CMB(PCG) IP009330-IRA	256K
24	State / Administration	Thailand	Bangkok	A	SR236232	BKK(PCG) IP008895	1M
					SR236235	BKK(PCG) IP008896	1M
25	State / 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
26	State / Administration	Vietnam	Ho Chi Minh City	B+	SR244303	HCM(PCG) IP009285	2M
					SR244306	HCM(PCG) IP009285-IB	2M

Implementation Progress

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Status	State / Administration	City	Package	Port Speed	Remarks
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	Maldives	Hulhule	D	256K	- Cisco 8300 is ready. Awaiting customer to provide the internet link information to schedule the NID installation.
Open	Hong Kong #3	Hong Kong	C	2M	- target completion date is around Q2/Q3 2025 in order to match with Macau's voice traffic implementation schedule.
Open	Hong Kong #4	Hong Kong	C	2M	- target completion date is around Q2/Q3 2025 in order to match with Macau's voice traffic implementation schedule.

Hot Prospect

Status	State / Administration	Remarks
Open	Bangladesh	- Contract negotiation is in progress.
Open	Brunei	- Contract negotiation is in progress.
Open	Cooks Island	- Contract negotiation is in progress.
Open	Laos PDR	- Contract negotiation is in progress.
Open	Niue	- Contract negotiation is in progress.
Open	Oman	- Contract negotiation is in progress.
Open	Samoa	- Contract negotiation is in progress.
Open	Tonga	- Contract negotiation is in progress.

2024 Site Availability (visit [PCCW Portal](#) for more SLA data)

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#	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%	99.70%	100%	100%	100%	100%	100%	100%	100%	PBH(TAT) IP008292	1M
4	State / Administration	Cambodia	Phnom Penh	B+	-	-	-	-	-	-	100%	100%	100%	100%	100%	100%	PNH(PCG) IP009372	1.5M
																	PNH(PCG) IP009372-IB	1.5M
5	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

2024 Site Availability (visit [PCCW Portal](#) for more SLA data)

PCCW Global



#	CRV Users	Administration	City	Package	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Circuit ID	Bandwidth
6	State / Administration	French Polynesia	FAA'A	D	-	-	-	-	-	-	-	-	-	-	100%	100%	PPT(PCG) IP009243-IRA	2M
7	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
8	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
9	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
10	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%	99.83%	MAK(PCG) IP008997	3M

2024 Site Availability (visit [PCCW Portal](#) for more SLA data)

PCCW Global



#	CRV Users	Administration	City	Package	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Circuit ID	Bandwidth
11	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	2M
																	FUK(PCG) IP008383	2M
			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
			Fukuoka	A	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%	FUK(PCG) IP008885	1M
																	FUK(PCG) IP008886	1M
			Kobe	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	KOB(PCG) IP009191	1M

2024 Site Availability (visit [PCCW Portal](#) for more SLA data)

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#	CRV Users	Administration	City	Package	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Circuit ID	Bandwidth
12	State / Administration	Macau, China	Taipa	C+	-	-	-	-	-	-	-	-	100%	100%	100%	100%	MCO(CTM) IP009385	2M
13	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
14	State / Administration	Mongolia	Ulaanbaatar	D	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	ULN(PCG) IP009181-IRA	2M
15	State / Administration	Myanmar	Yangon	B+	-	-	-	-	-	-	-	-	100%	100%	100%	100%	YNG(PCG) IP009341	1M
																	YNG(PCG) IP009341-IB	1M
16	State / Administration	Nepal	Kathmandu	B+	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	KTM(MER) IP009125	128K
																	KTM(MER) IP009125-IB	128K
17	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
18	State / Administration	Pakistan	Karachi	D	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	KHI(PCG) IP009186	1M
19	State / Administration	Papua New Guinea	Port Moresby	C	100%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	POM(PCG) IP008449	640K
			Port Moresby	C	100%	100%	99.96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	POM(PCG) IP008450	640K
20	State / Administration	Philippines	Pasay	A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	PAY(PCG) IP007263	2M
																	PAY(PCG) IP007264	2M

2024 Site Availability (visit [PCCW Portal](#) for more SLA data)

PCCW Global



#	CRV Users	Administration	City	Package	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Circuit ID	Bandwidth
21	State / Administration	Republic of Korea	Seoul	A	100%	100%	100%	100%	100%	100%	100%	99.44%	100%	100%	100%	100%	SEL(PCG) IP007995	2M
																	SEL(PCG) IP007996	2M
			Incheon	C+	100%	100%	100%	100%	100%	100%	100%	99.44%	100%	100%	100%	100%	INC(PCG) IP008575	2M
			Daegu	C+	100%	100%	100%	100%	100%	100%	100%	99.44%	100%	100%	100%	100%	TAE(PCG) IP008576	2M
22	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%	SNG(PCG) IP007870	2M
																	SNG(PCG) IP007871	2M
23	State / Administration	Sri Lanka	Colombo	D	-	-	-	100%	100%	100%	100%	100%	95.87%	100%	100%	100%	CMB(PCG) IP009330-IRA	256K
24	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
25	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%	ATL(PCG) IP007611	2M
			Salt Lake	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	SLC(PCG) IP007610	2M
26	State / Administration	Vietnam	Ho Chi Minh City	B+	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	HCM(PCG) IP009285	1M
																	HCM(PCG) IP009285-IB	1M

2024 Ticket Overview

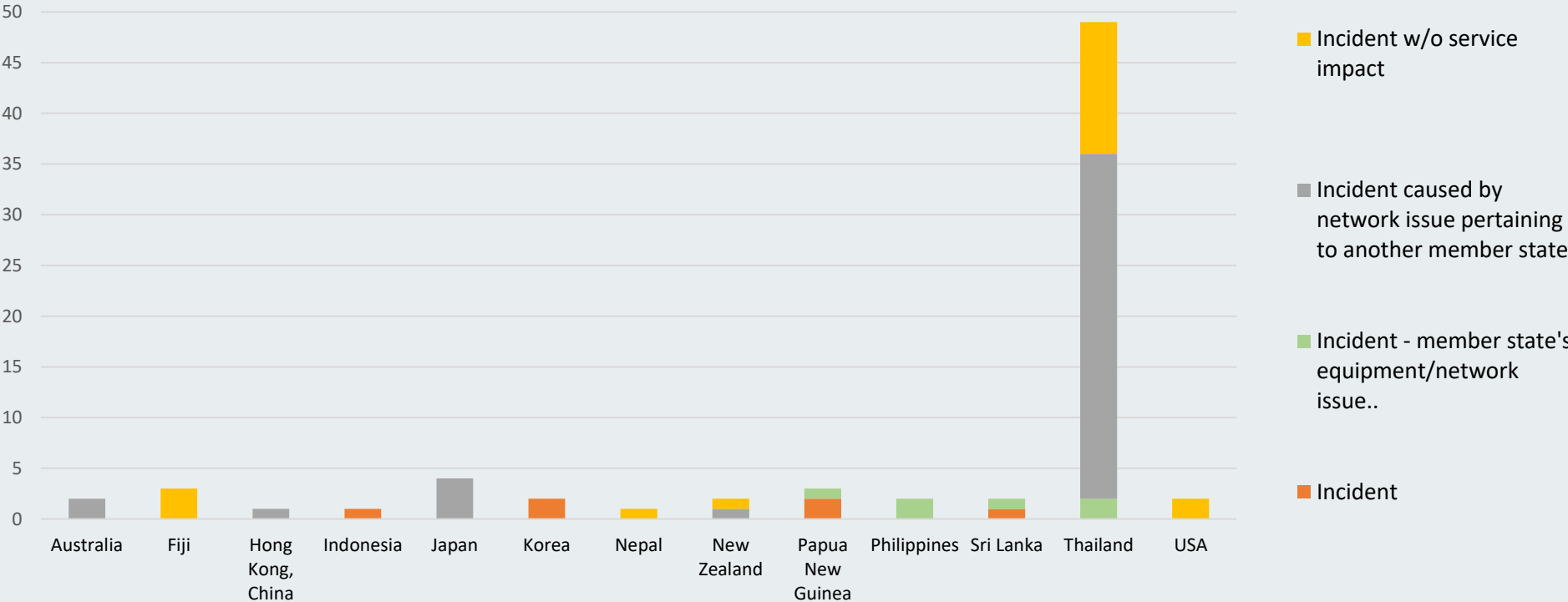
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Ticket Type	Count
Incident	6
Incident - member state's equipment/network issue.	6
Incident - issue pertaining to another member state.	42
Incident w/o service impact	20
Operation Request	115
Planned Maintenance	92
Grand Total	281

2024 Ticket Type Distribution - Incident

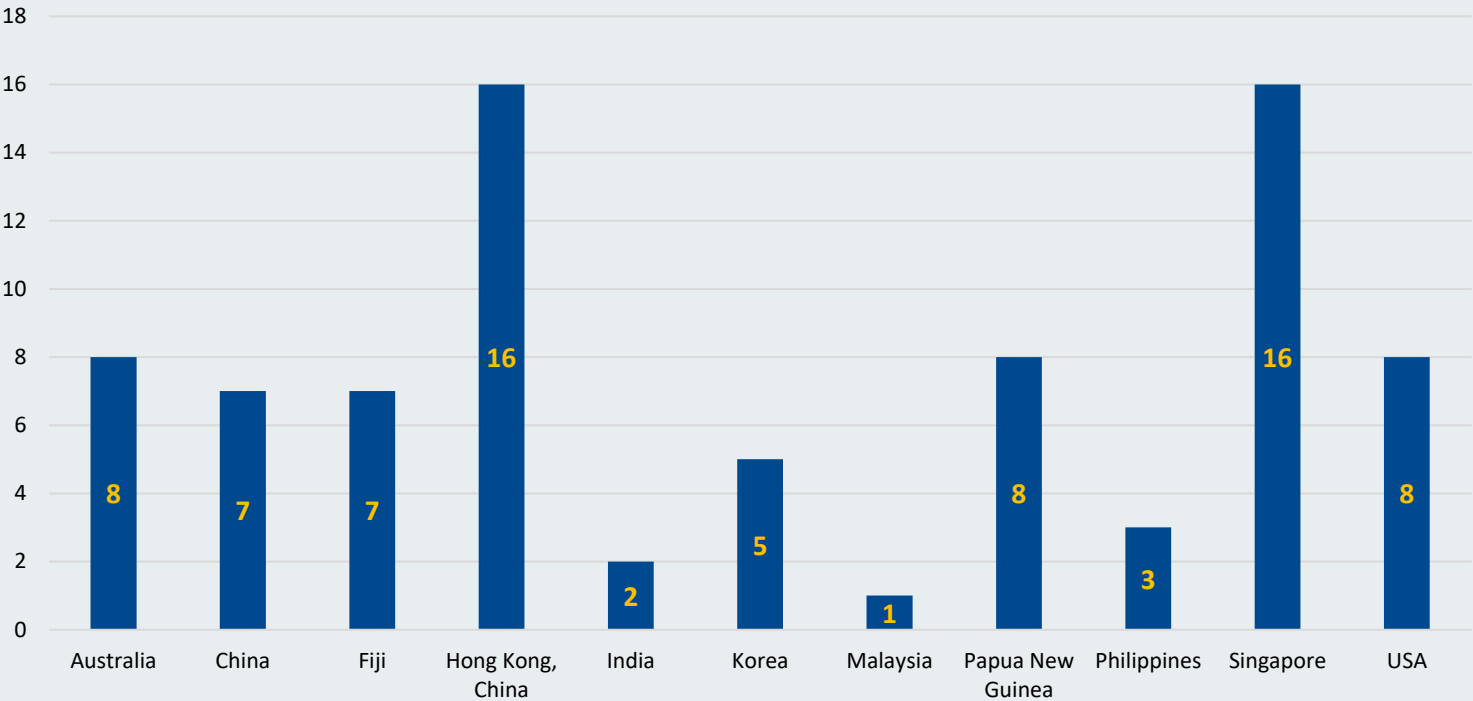
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Ticket Type	Count
Incident	6
Incident - member state's equipment/network issue.	6
Incident caused by network issue pertaining to another member state.	42
Incident w/o service impact	20
Total	74

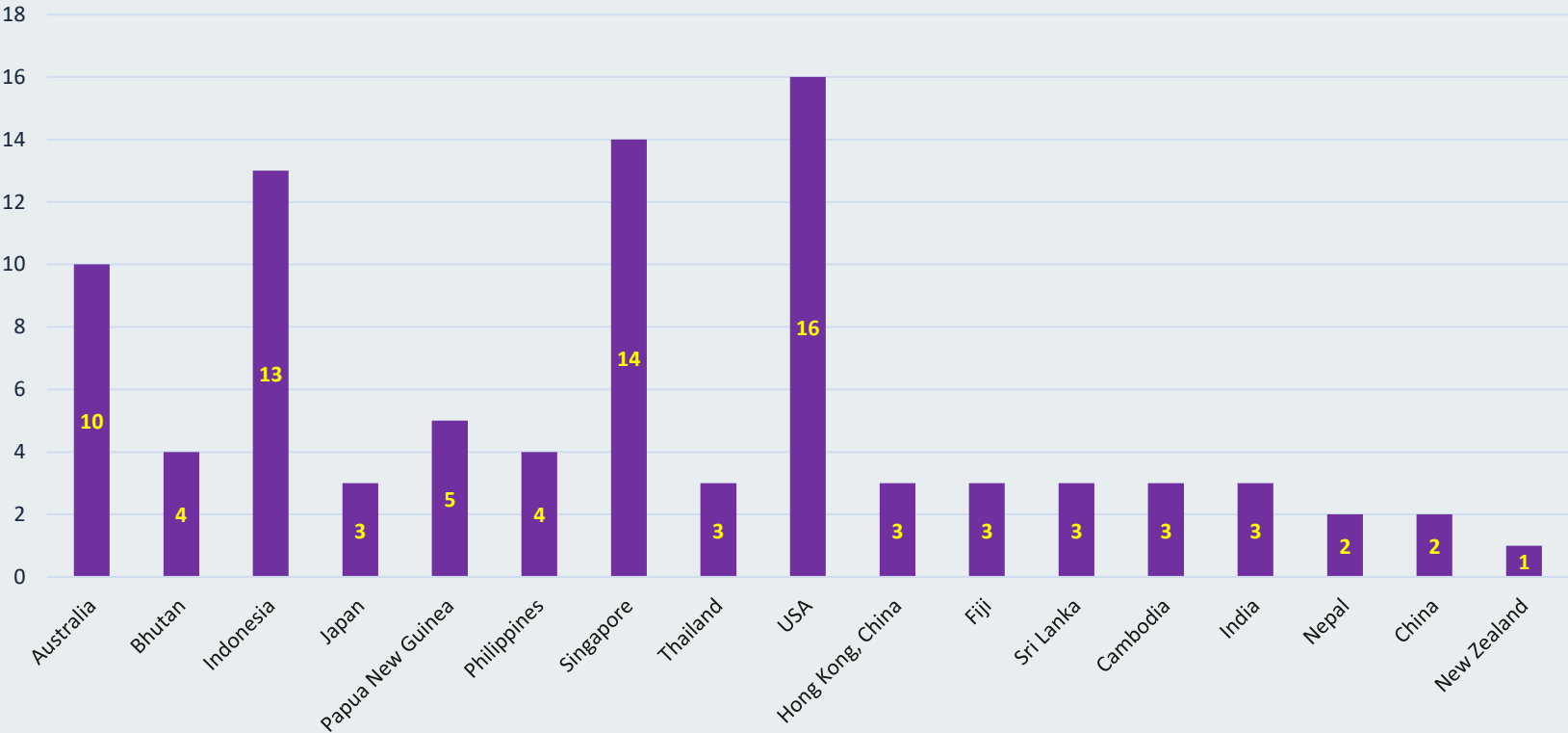
2024 Ticket Type Distribution – Operation Request

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Ticket Type	Count
Operation Request - Circuit status check without any actual CRV network issue. - Request for engineer support on non-issue tasks - Request circuit information	115

2024 Ticket Type Distribution – Planned Maintenance *PCCWGlobal*



Ticket Type	Count
Planned Maintenance	92

2024 Ticket Details

Appendix A – 2024 Ticket Details



Country	mm-yy	Incident Number	Circuit ID	Reported Date	Last Resolved Date	MTTR	Summary	Fault Cause Detail
Australia	Sep-2020	NC000001828889	MEL(PCG) IP007486	15/09/2020 22:54	23/09/2020 11:46	0	Latency	Change of configuration in Fiji site.
Fiji	Sep-2020	INC000001832008	NAD(PCG) IP007484	21/09/2020 12:21	28/09/2020 09:45	0	Request to change contact details	Completed Request
Fiji	Dec-2020	INC000001885969	NAD(PCG) IP007484-RSA	19/12/2020 00:48	19/12/2020 02:00	0	Request to check circuit status.	Issue related to the internet network managed by CRVFU
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 desgined. 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 desgined. No service impact. PCCWG engineer updated Taiwan NID's route map and resolved routing issue.
Hong Kong	May-2020	INC000001752423	HKG(PCG) IP007315	19/05/2020 08:45	19/05/2020 10:15	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Jun-2020	INC000001771039	HKG(PCG) IP007315	18/06/2020 11:10	18/06/2020 12:45	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Jun-2020	INC000001771040	HKG(PCG) IP007316	18/06/2020 11:10	18/06/2020 12:45	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Sep-2020	INC000001828801	HKG(PCG) IP007315	15/09/2020 11:36	15/09/2020 12:53	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Sep-2020	INC000001828802	HKG(PCG) IP007316	15/09/2020 11:36	15/09/2020 12:53	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Sep-2020	INC000001830263	HKG(PCG) IP007315	17/09/2020 18:23	17/09/2020 19:39	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Sep-2020	INC000001830264	HKG(PCG) IP007316	17/09/2020 18:23	17/09/2020 19:39	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Oct-2020	INC000001839958	HKG(PCG) IP007315	5/10/2020 6:38:00	5/10/2020 9:41:00	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found
Hong Kong	Oct-2020	INC000001839959	HKG(PCG) IP007316	5/10/2020 6:38:00	5/10/2020 9:41:00	0	Request to check circuit status.	Check Circuit Normal; No fault alarm and log found

Thank you

Australia

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7/F 63 St. Mary Axe | London EC3A 8AA | UK

France

2/F 16 rue Washington | 75008 Paris | France

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Germany

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United States

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Singapore

6 Temasek Boulevard | #41-04A/05 | Suntec Tower Four | 038986 | Singapore

Hong Kong

20/F, Telecom House | 3 Gloucester Road | Wan Chai | Hong Kong

Japan

3/F Marunouchi Mitsui Building | 2-2, Marunouchi 2-chome | Chiyoda-ku | Tokyo 100-0005 | Japan

South Africa

Building 12 | 1 Woodmead Drive | Woodmead | Johannesburg 2191 | South Africa

UAE, Dubai

Office 504 & 505 | Level 5 | Arjaan Business Tower | Dubai Media City | Dubai

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3. ACTION BY THE MEETING

3.1 The meeting is invited to:

- a) note the information contained in this paper; and
- b) discuss any relevant matter as appropriate

Appendix A - 2024 Ticket Details

Administration	Incident Number	Circuit ID	mmm	Reported Date	Last Resolved Date	MTTR (mins)	Summary	Fault Cause Detail	Ticket Type
Australia	INC000010485589	BNE(PCG) IP007485	Jan	17/01/2024	18/01/2024 05:31		Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Australia	INC000010540858	MEL(PCG) IP007486	Apr	24/04/2024 13:08:54	28/04/2024 00:08:42	0	UP386\24 APRIL 24,2024 13:59 - 15:59 GMT 3943894 Telstra	Completed	Planned Maintenance
Australia	INC000010589297	BNE(PCG) IP007485	July	21/07/2024 09:30	22/07/2024 03:46	693	Connection to Nadi-Fiji was intermittent.	fault in one of Fiji backhaul links which intermittently affected by Western Division	Incident caused by network issue pertaining to another member state.
Australia	INC000010589299	MEL(PCG) IP007486	July	21/07/2024 09:30	22/07/2024 03:46	693	Connection to Nadi-Fiji was intermittent.	fault in one of Fiji backhaul links which intermittently affected by Western Division	Incident caused by network issue pertaining to another member state.
Australia	INC000010608407	MEL(PCG) IP007486	Aug	21/08/2024 03:17:33	17/09/2024 00:08:41	0	RP1028\24 Sep 13, 2024 13:59 - 20:00 (GMT) TELSTRA 4005477	Completed	Planned Maintenance
Australia	INC000010616242	MEL(PCG) IP007486	Sep	04/09/2024 05:43:37	29/09/2024 00:08:30	0	RP1085\24 Sept 25, 2024 13:59 to 20:00 GMT Telstra 4014581	Completed	Planned Maintenance
Australia	INC000010637956	MEL(PCG) IP007486	Oct	07/10/2024 02:32:46	01/11/2024 00:06:18	0	RP1220\24 28 Oct. 2024 12:59 - 19:00 GMT Telstra 4024249	Completed	Planned Maintenance
Australia	INC000010639353	MEL(PCG) IP007486	Oct	09/10/2024 00:59:14	03/11/2024 00:06:55	0	RP1226\24 30 Oct. 2024 12:59 - 19:00 GMT Telstra 4034486	Completed	Planned Maintenance
Australia	INC000010642460	MEL(PCG) IP007486	Oct	15/10/2024 05:10:36	03/11/2024 00:06:59	0	RP1241\24 Oct 30, 2024 12:59 - 19:00 (GMT) TELSTRA 4034486	Completed	Planned Maintenance
Australia	INC000010645920	MEL(PCG) IP007486	Oct	20/10/2024 23:23	20/10/2024 23:36:25	13	Request to check circuit status	Intermittent connection to Fiji was observed. Network partner in Fiji carried out a soft reset on the link and issue resolved.	Operation Request
Australia	INC000010645953	BNE(PCG) IP007485	Oct	20/10/2024 23:23	20/10/2024 23:36:25	13	Request to check circuit status	Intermittent connection to Fiji was observed. Network partner in Fiji carried out a soft reset on the link and issue resolved.	Operation Request
Australia	INC000010647207	MEL(PCG) IP007486	Oct	22/10/2024 23:41:40	26/11/2024 00:10:08	0	RP1262\24 13 Nov.2024 12:59 - 19:00 GMT Telstra 4036721	Completed	Planned Maintenance
Australia	INC000010652598	BNE(PCG) IP007485	Nov	02/11/2024 12:04	02/11/2024 13:21	77	Request to check circuit status	Partner at Fiji suspected that the fluctuations were caused by an issue with the radio unit at the base station, which had been resolved.	Operation Request
Australia	INC000010652600	MEL(PCG) IP007486	Nov	02/11/2024 12:04	02/11/2024 13:21	77	Request to check circuit status	Partner at Fiji suspected that the fluctuations were caused by an issue with the radio unit at the base station, which had been resolved.	Operation Request
Australia	INC000010656163	MEL(PCG) IP007486	Nov	09/11/2024 00:47:51	16/11/2024 00:08:00	0	UP1005\24 Nov 12, 2024 13:00 to 19:00 GMT Telstra 4052425	Completed	Planned Maintenance
Australia	INC000010662057	MEL(PCG) IP007486	Nov	20/11/2024 00:00:22	14/12/2024 00:06:13	0	RP1384\24 10 Dec. 2024 12:59 - 19:00 GMT Telstra 4054266	Completed	Planned Maintenance
Australia	INC000010663484	MEL(PCG) IP007486	Nov	22/11/2024 07:49:45	14/12/2024 00:05:49	0	RP1399\24 Dec 10, 2024 12:59 - 19:00 (GMT) TELSTRA 4054266	Completed	Planned Maintenance
Australia	INC000010667107	MEL(PCG) IP007486	Nov	29/11/2024 12:54	29/11/2024 13:06	11	Request to check circuit status	There was a TX alarm on last mile network during reported period caused by a power outage at ERIGOLIA, NSW.	Operation Request
Australia	INC000010676838	MEL(PCG) IP007486	Dec	16/12/2024 18:55	16/12/2024 22:36	0	Request to check circuit status	Circuit was observed normal, showing no error logs or abnormalities.	Operation Request
Australia	INC000010679080	MEL(PCG) IP007486	Dec	20/12/2024 14:27	20/12/2024 14:50	0	Request to check circuit status	Circuit was observed normal, showing no error logs or abnormalities.	Operation Request
Bhutan	INC000010484766	PBH(TAT) IP008292	Jan	15/01/2024 14:45:58	22/01/2024 06:31:19	0	Request to check circuit status	RFO specification : Terrestrial Cable Cut	Operation Request
Bhutan	INC000010584316	PBH(TAT) IP008292	Jul	12/07/2024 13:30:22	31/07/2024 00:06:00	0	RP847\24 27 Jul. 2024 18:30 - 22:00 GMT TATA CHGP0814598	Completed	Planned Maintenance
Bhutan	INC000010611817	PBH(TAT) IP008292	Aug	26/08/2024 23:33:10	12/09/2024 00:06:06	0	RP1043\24 Sept 7, 2024 21:00-Sept 8, 2024 02:30 GMT TATA CHGP0811936	Completed	Planned Maintenance
Bhutan	INC000010614954	PBH(TAT) IP008292	Sep	02/09/2024 05:21:36	08/09/2024 00:08:17	0	UP776\24 2024-Sep-04 1600-1700 GMT PCCWG sw09	Completed	Planned Maintenance
Bhutan	INC000010628020	PBH(TAT) IP008292	Sep	21/09/2024 12:01:09	09/10/2024 00:06:38	0	RP1143\24 OCTOBER 4,2024 21:30 - OCTOBER 5,2024 00:30 GMT CHGP0843386 TCL	Completed	Planned Maintenance
Cambodia	INC000010596110	PNH(PCG) IP009372-IB	Aug	02/08/2024 00:07:53	30/08/2024 00:06:56	0	RP942\24 August 15, 2024 17:00- 22:00 GMT PCCWG INC000010595288	Completed	Planned Maintenance
Cambodia	INC000010613179	PNH(PCG) IP009372-IB	Aug	28/08/2024 19:28:06	04/10/2024 00:08:08	0	RP1053\24 SEPTEMBER 9,2024 17:00 - 22:00 GMT IPECR-2052 Jira	Completed	Planned Maintenance

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Administration	Incident Number	Circuit ID	mmm	Reported Date	Last Resolved Date	MTTR (mins)	Summary	Fault Cause Detail	Ticket Type
Cambodia	INC000010659120	PNH(PCG) IP009372-IB	Nov	14/11/2024 15:23:36	07/12/2024 00:08:36	0	RP1367\24 NOVEMBER 30,2024 3:30 - 8:30 GMT ASR1006 USNOC	Completed	Planned Maintenance
China	INC000010601276	BEI(HKT) IP008377	Aug	10/08/2024 18:12:24	10/08/2024 19:24:30	0	Request to check circuit status	The line is not interrupted and there are no historical alarms for interruptions.	Operation Request
China	INC000010617594	BEI(HKT) IP008377	Sep	05/09/2024 06:51:34	05/09/2024 07:02:57	0	Request to check circuit status	The downtime you experienced on these tunnels is due to Beijing counterpart flaps but our local partner is unable to see any issue on reported period.	Operation Request
China	INC000010619032	BEI(HKT) IP008377	Sep	07/09/2024 10:34:03	11/09/2024 00:05:17	0	UP799\24 2024-09-07 16:00-17:00 GMT PCCWG BJG2024060	Completed	Planned Maintenance
China	INC000010619096	BEI(HKT) IP008377	Sep	07/09/2024 17:14:21	07/09/2024 20:40:54	0	Request to check circuit status	Affected on a maintenance work which customer is notified thru INC000010619032.	Operation Request
China	INC000010619502	BEI(HKT) IP008377	Sep	09/09/2024 09:40:38	30/09/2024 21:10:22	0	Request to check circuit status	Req for RFO/ 6:32 to 8:07 UTC on September 5th. Request completed	Operation Request
China	INC000010628360	BEI(HKT) IP008377	Sep	23/09/2024 06:01:17	01/10/2024 00:05:35	0	UP866\24 Sept 26, 2024 16:00 to 19:00 GMT BJG2024065	Completed	Planned Maintenance
China	INC000010631632	BEI(HKT) IP008377	Sep	26/09/2024 06:30:10	26/09/2024 07:19:26	0	Request to check circuit status	Request completed	Operation Request
China	INC000010631987	BEI(HKT) IP008377	Sep	26/09/2024 10:56:52	26/09/2024 12:19:00	0	Request to inform about maintenance	Request completed	Operation Request
China	INC000010648614	BEI(HKT) IP008377	Oct	25/10/2024 08:06:54	13/12/2024 10:54:14	0	Service portal login (Password reset)	Request completed	Operation Request
Fiji	INC000010485590	NAD(PCG) IP007484	Jan	17/01/2024 04:15	17/01/2024 06:59	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Fiji	INC000010538724	NAD(PCG)-MEL(PCG) GRE67916102	Apr	20/04/2024 22:19	-	0	Request to check circuit status	No alarm log/ abnormality observed during the reported time stamp.	Operation Request
Fiji	INC000010538892	NAD(PCG)-BNE(PCG) GRE67916101	Apr	20/04/2024 22:19	-	0	Request to check circuit status	No alarm log/ abnormality observed during the reported time stamp.	Operation Request
Fiji	INC000010565066	NAD(PCG)-BNE(PCG) GRE67916101	Jun	05/06/2024 17:13	05/06/2024 21:48	277	Circuit Down	ODU was offline due to a system hang. Service resumed normal after network partner restarting the system.	Incident w/o service impact
Fiji	INC000010577952	NAD(PCG)-BNE(PCG) GRE67916101	Jun	29/06/2024 06:25	05/07/2024 10:09	657	Circuit Down	Faulty router. Network partner replaced the faulty unit to resume service.	Incident w/o service impact
Fiji	INC000010589298	NAD(PCG) IP007484	July	21/07/2024 09:30	22/07/2024 03:46	438	Circuit Down	Fault in one of Vodafone Fiji backhaul links which intermittently affected customers in Western Division. Network partner worked on the resolution to solve the issue.	Incident w/o service impact
Fiji	INC000010595983	NAD(PCG) IP007484-RSA	Aug	02/08/2024 00:07:53	30/08/2024 00:06:56	0	RP942\24 August 15, 2024 17:00- 22:00 GMT PCCWG INC000010595288	Completed	Planned Maintenance
Fiji	INC000010613175	NAD(PCG) IP007484-RSA	Aug	28/08/2024 19:28:06	04/10/2024 00:08:08	0	RP1053\24 SEPTEMBER 9,2024 17:00 - 22:00 GMT IPECR-2052 Jira	Completed	Planned Maintenance
Fiji	INC000010645918	NAD(PCG) IP007484	Oct	20/10/2024 23:14	21/10/2024 01:53	59	Circuit Flapping	Experienced intermittent connection. Request to check circuit. Local loop partner did a soft reset on the link. No further actions taken	Operation Request
Fiji	INC000010651069	NAD(PCG) IP007484		30/10/2024 12:28	30/10/2024 13:18	0	Request to check circuit status	Due maintenance work was carried out by the network partner's IP team. Network partner had redundancy linked at Airports Fiji from Namaka and Votualevu base station to resume service	Operation Request
Fiji	INC000010652561	NAD(PCG) IP007484	Nov	02/11/2024 05:36	10/11/2024 23:40	31	Circuit Flapping	Experienced intermittent connection. Request to check circuit. Local loop partner made some changes to resolved the issue.	Operation Request
Fiji	INC000010652599	NAD(PCG) IP007484	Nov	02/11/2024 12:04	02/11/2024 13:21	75	Circuit Flapping	Experienced intermittent connection. Request to check circuit. Local loop partner suspected that the fluctuations were caused by an issue with the radio unit at the base station, which had been resolved.	Operation Request
Fiji	INC000010659118	NAD(PCG) IP007484-RSA	Nov	14/11/2024 15:23:36	07/12/2024 00:08:36	0	RP1367\24 NOVEMBER 30,2024 3:30 - 8:30 GMT ASR1006 USNOC	Completed	Planned Maintenance
Hong Kong, China	INC000010479938	HKG(PCG) IP007315	Jan	09/01/2024 08:14:24	24/01/2024 00:07:26	0	RP1502\23 Jan 20 2024 5:00-12:00 GMT PCCWG IPECR-1921	Completed	Planned Maintenance
Hong Kong, China	INC000010496434	HKG(PCG) IP007315	Feb	03/02/2024 15:44:34	03/02/2024 16:10:36	0	Request to check circuit status	Crcuits was under planned maintenance activity	Operation Request
Hong Kong, China	INC000010496601	HKG(PCG) IP007316	Feb	03/02/2024 17:50:40	03/02/2024 18:21:34	0	Request to check circuit status	No issue found on reported period	Operation Request
Hong Kong, China	INC000010509263	HKG(PCG) IP007315	Mar	01/03/2024 02:16:32	01/03/2024 04:17:22	0	Request to check circuit status	RFO - Alarmed three times 8:17 AM / 9:41 AM /10:08 AM HKT BKK site No issue found on reported period	Operation Request

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 Appendix A - 2024 Ticket Details

Administration	Incident Number	Circuit ID	mmm	Reported Date	Last Resolved Date	MTTR (mins)	Summary	Fault Cause Detail	Ticket Type
Hong Kong, China	INC000010520824	HKG(PCG) IP007315	Mar	20/03/2024 10:35:08	20/03/2024 10:52:49	0	Request to check circuit status	No issue found on reported period	Operation Request
Hong Kong, China	INC000010521002	HKG(PCG) IP007315	Mar	20/03/2024 17:28:06	20/03/2024 19:22:54	0	Request to check circuit status	No issue found on reported period	Operation Request
Hong Kong, China	INC000010521123	HKG(PCG) IP007315	Mar	20/03/2024 23:55:33	12/04/2024 00:06:15	0	RP333\24 April 8, 2024 17:00 - 18:00 (GMT) PCCW INC000010519694	Completed	Planned Maintenance
Hong Kong, China	INC000010545958	HKG(PCG) IP007315	May	03/05/2024 17:44:07	13/05/2024 18:01:09	0	Request to check circuit status	No issue found on reported period	Operation Request
Hong Kong, China	INC000010566975	HKG(PCG) IP007316	Jun	10/06/2024 01:39:08	10/06/2024 03:30:18	0	Request to check circuit status	RFO-short interruptions due to MTA bind error at 0024UTC and 0041UTC. No issue found on reported period	Operation Request
Hong Kong, China	INC000010590368	HKG(PCG) IP007316	Jul	24/07/2024 00:31:09	24/07/2024 00:55:14	0	Request to check circuit status	RQ check for any issues around 2334 -2342z on 07/23/2024. No issue found on reported period	Operation Request
Hong Kong, China	INC000010617608	HKG(PCG) IP007315	Sep	05/09/2024 07:52:38	05/09/2024 09:30:48	0	Request to check circuit status	No issue found on reported period	Operation Request
Hong Kong, China	INC000010617636	HKG(PCG) IP007315	Sep	05/09/2024 09:22:43	05/09/2024 09:30:26	0	Request to check circuit status	Req for check for alarm 09:20-09:21 AM /UTC on 05Sep2024. No issue found on reported period	Operation Request
Hong Kong, China	INC000010619095	HKG(PCG) IP007315	Sep	07/09/2024 16:45:49	07/09/2024 19:00:29	0	Request to check circuit status	RQ to Check for Any Alarms in Past 1 Hour. No issue found on reported period	Operation Request
Hong Kong, China	INC000010619166	HKG(PCG) IP007315	Sep	07/09/2024 16:53:16	07/09/2024 20:50:44	95	Circuit Flapping	Connection to Beijing was affected by urgent maintenance. Network partner replaced the board version of the card is relatively new leading to incompatibility, replace the device software to return to normal.	Planned Maintenance
Hong Kong, China	INC000010631533	HKG(PCG) IP007315	Sep	26/09/2024 06:25:35	26/09/2024 06:53:02	0	Request to check circuit status	No issue found on reported period	Operation Request
Hong Kong, China	INC000010632593	HKG(PCG) IP007315	Sep	27/09/2024 12:03:47	27/09/2024 12:23:37	0	Request to check circuit status	Req for check alarm on 27 Sep2024 at 11:43 PM-11:48 PM UTC.. No issue found on reported period	Operation Request
Hong Kong, China	INC000010654797	HKG(PCG) IP007315	Nov	07/11/2024 00:36:31	07/11/2024 01:22:24	46	Request to check circuit status	Private IP of the customer caused access error	Operation Request
Hong Kong, China	INC000010657403	HKG(PCG) IP007315	Nov	12/11/2024 02:03:30	13/11/2024 12:35:26	39	Circuit Down	Connection to Beijing was affected due to system issue on Beijing end. Service resumed withing actions taken at PCCWG.	Incident caused by network issue pertaining to another member state.
Hong Kong, China	INC000010661117	HKG(PCG) IP007315	Nov	18/11/2024 17:11:47	09/12/2024 02:40:09	0	Request to check circuit status	No issue found on reported period	Operation Request
Hong Kong, China	INC000010669062	HKG(PCG) IP007315	Dec	02/12/2024 16:21:13	02/12/2024 16:51:26	0	Request to check circuit status	No issue found on reported period	Operation Request
India	INC000010597046	MMB(TAT)-KTM(MER) GRE91019771	Aug	03/08/2024 08:17:51	19/08/2024 00:09:12	0	RP957\24 Aug 15, 2024 17:00 - 22:00 (GMT) INC000010596590 PCCW Global	Completed	Planned Maintenance
India	INC000010628002	MMB(TAT) IP009012	Sep	21/09/2024 09:12:51	09/10/2024 00:06:40	0	RP1142\24 OCTOBER 04,2024 21:30 - OCTOBER 5,2024 00:30 GMT CHGP0847210 TCL	Completed	Planned Maintenance
India	INC000010652947	MMB(TAT)-KTM(MER) GRE91029772	Nov	03/11/2024 08:14:55	14/11/2024 00:07:13	0	RP1317\24 Nov 09, 2024 16:00 - Nov 10, 2024 00:00 (GMT) PCCW Global INC000010651201	Completed	Planned Maintenance
India	INC000010664198	MMB(TAT) IP009012-IB	Nov	23/11/2024 06:57:51	23/11/2024 11:11:30	0	Operation Request	The service was down due to service providers network issue It seems that it is restored service is UP since 0812 UTC	Operation Request
India	INC000010671415	MMB(TAT) IP009012-IB	Dec	05/12/2024 09:00:20	11/12/2024 00:00:28	5	Operation Request	Request completed	Operation Request
Indonesia	INC000010493163	JKT(PCG) IP008996	Jan	29/01/2024 10:18:09	03/02/2024 00:10:03	0	UP097\24 JANUARY 30,2024 16:00 - 19:00 GMT PTELTD HKTGLOBAL	Completed	Planned Maintenance
Indonesia	INC000010521267	JKT(PCG) IP008996	Mar	21/03/2024 04:32:41	29/03/2024 00:11:37	0	UP286\24 March 25, 2024 16:00 - 19:00 (GMT) Lintasarta	Completed	Planned Maintenance
Indonesia	INC000010544268	JKT(PCG) IP008996	Apr	30/04/2024 10:55:44	24/05/2024 00:07:39	0	RP516\24 May 20, 2024 16:00 - 19:00 (GMT) Lintasarta	Completed	Planned Maintenance
Indonesia	INC000010599397	MAK(PCG) IP008997	Aug	08/08/2024 08:39:32	12/08/2024 00:08:56	0	UP686\24 08 August 2024 16:30-22:00 GMT LINTASARTA	Completed	Planned Maintenance
Indonesia	INC000010599932	JKT(PCG) IP008996	Aug	09/08/2024 02:38:20	23/08/2024 22:34:42	0	RP968\24 21 Aug. 2024 17:00 - 22:00 GMT USNOC INC000010592828	Completed	Planned Maintenance
Indonesia	INC000010613469	JKT(PCG) IP008996	Aug	29/08/2024 10:03:41	03/09/2024 00:07:07	0	UP767\24 2024-08-30 17:00 to 22:00 GMT PCCWG INC000010592828	Completed	Planned Maintenance

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Administration	Incident Number	Circuit ID	mmm	Reported Date	Last Resolved Date	MTTR (mins)	Summary	Fault Cause Detail	Ticket Type
Indonesia	INC000010621018	JKT(PCG) IP008996	Sep	11/09/2024 10:21:43	16/09/2024 00:10:51	0	UP824\24 Sept 12, 2024 2:00p to 07:00p lintasarta INC000010612295	Completed	Planned Maintenance
Indonesia	INC000010630259	MAK(PCG) IP008997	Sep	25/09/2024 01:41:35	01/10/2024 00:09:24	0	UP876/24 27 Sept. 2024 02:00 - 22:00 GMT lintasarta	Completed	Planned Maintenance
Indonesia	INC000010636615	JKT(PCG) IP008996	Oct	04/10/2024 11:03:00	21/10/2024 00:07:14	0	RP1214/24 17 Oct. 2024 16:00 - 19:00 GMT lintasarta	Completed	Planned Maintenance
Indonesia	INC000010652575	JKT(PCG) IP008996	Nov	02/11/2024 07:15:51	17/11/2024 00:08:49	0	RP1312/24 Nov 13, 2024 17:00-19:00 GMT Lintasarta	Completed	Planned Maintenance
Indonesia	INC000010653960	JKT(PCG) IP008996	Nov	05/11/2024 12:33:36	17/11/2024 00:07:28	0	RP1332\24 Nov 13, 2024 17:00 - 19:00 (GMT) PCCW Global R4829\24B	Completed	Planned Maintenance
Indonesia	INC000010658612	JKT(PCG) IP008996	Nov	13/11/2024 19:54:42	18/11/2024 00:09:31	0	UP1019\24 Nov 14 2024 16:00-20:00 GMT PCCWG	Completed	Planned Maintenance
Indonesia	INC000010666595	JKT(PCG) IP008996	Nov	28/11/2024 10:04:11	09/12/2024 00:09:19	0	RP1417\24 DECEMBER 5,2024 14:00 - 19:00 GMT 2022324233 PCCWG	Completed	Planned Maintenance
Indonesia	INC000010671658	MAK(PCG) IP008997	Dec	05/12/2024 12:35:59	06/12/2024 11:37:39	76	CRV monitoring portal	Link down due to FO Circuit was rerouted to resume service.	Incident
Japan	INC000010558318	FUK(PCG) IP008383	May	27/05/2024 10:06:04	04/07/2024 18:27:37	0	RP627\24 July 29, 2024 14:00 - 21:00 (GMT) Softbank PL2024-01618	Completed	Planned Maintenance
Japan	INC000010579730	FUK(PCG) IP007070	July	04/07/2024 06:05	07/07/2024 02:19	0	Request to check circuit status	As per customer, The AIDC line failure between Incheon ACC and Fukuoka ACC that occurred on July 4th was resolved at 07:42 (UTC) on July 4th. The cause of the failure is unknown.	Operation Request
Japan	INC000010601233	FUK(PCG) IP008881	Aug	10/08/2024 20:19	10/08/2024 20:47	28	Connection to Korea Flapping	The issue of IP Backbone segment from Tokyo to Seoul in PCCW Global Seoul PoP. Action Taken: Cleaned FOC, after replacing with new SFP module, circuit is restored	Incident caused by network issue pertaining to another member state.
Japan	INC000010601234	FUK(PCG) IP008885	Aug	10/08/2024 20:19	14/08/2024 17:47	28	Connection to Korea Flapping	The issue of IP Backbone segment from Tokyo to Seoul in PCCW Global Seoul PoP. Action Taken: Cleaned FOC, after replacing with new SFP module, circuit is restored	Incident caused by network issue pertaining to another member state.
Japan	INC000010601242	KOB(PCG) IP008573	Aug	10/08/2024 21:47	10/08/2024 22:09	22	Connection to Korea Flapping	The issue of IP Backbone segment from Tokyo to Seoul in PCCW Global Seoul PoP. Action Taken: Cleaned FOC, after replacing with new SFP module, circuit is restored	Incident caused by network issue pertaining to another member state.
Japan	INC000010601277	FUK(PCG) IP007070	Aug	10/08/2024 18:15	10/08/2024 19:04	49	Connection to Korea Flapping	The issue of IP Backbone segment from Tokyo to Seoul in PCCW Global Seoul PoP. Action Taken: Cleaned FOC, after replacing with new SFP module, circuit is restored	Incident caused by network issue pertaining to another member state.
Japan	INC000010619177	FUK(PCG) IP007070	Sep	07/09/2024 17:30	07/09/2024 19:12	102	Request to check circuit status	Request to check circuit status from Fukuoka to Beijing. Connection was affected by extended planned maintenance in Beijing, China by PCCWG's	Operation Request
Japan	INC000010619178	FUK(PCG) IP007071	Sep	07/09/2024 17:32	12/09/2024 19:00	102	Request to check circuit status	Request to check circuit status from Fukuoka to Beijing. Connection was affected by extended planned maintenance in Beijing, China by PCCWG's	Operation Request
Japan	INC000010638144	FUK(PCG) IP008882	Oct	07/10/2024 18:40:45	13/10/2024 00:11:03	0	UP917\24 OCTOBER 9,2024 18:00 - 23:00 GMT sw03.tok01 PCCWG	Completed	Planned Maintenance
Japan	INC000010638419	KOB(PCG) IP008864	Oct	07/10/2024 18:40:45	13/10/2024 00:11:03	0	UP917\24 OCTOBER 9,2024 18:00 - 23:00 GMT sw03.tok01 PCCWG	Completed	Planned Maintenance
Korea	INC000010504930	TAE(PCG) IP008576	Feb	22/02/2024 08:08	23/02/2024 02:59		Request to check circuit status	Check Circuit Normal; No fault alarm and log found.	Operation Request
Korea	INC000010570413	SEL(PCG) IP007995	Jun	17/06/2024 03:55	25/06/2024 23:34	0	Service portal login (Password reset)	Request completed	Operation Request
Korea	INC000010581599	SEL(PCG) IP007995		08/07/2024 13:42:29	08/07/2024 15:41:02	0	Request to check circuit status	Request to check Channel between Japan and ROK is unstable. There is no input data in ROK side.. No issue found	Operation Request

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Korea	INC000010601172	INC(PCG) IP008575	Aug	10/08/2024 18:07:30	11/08/2024 11:25:38	248	Circuit Down	Backbone segment from Tok to Seo was observed with heavy flapping. Action Taken: Clean FOC and replace SFP	Incident
Korea	INC000010601288	TAE(PCG) IP008576	Aug	10/08/2024 18:21:14	10/08/2024 20:14:22	248	Circuit Down	Loss the connetion with Japan side.. RFO: Backbone segment from Tok to Seo was observed with heavy flapping. Action Taken: Clean FOC and replace SFP	Incident
Korea	INC000010601571	SEL(PCG) IP007995	Aug	11/08/2024 03:19:16	02/09/2024 07:37:38	0	Request to check circuit status	No further updates on this ticket	Operation Request
Korea	INC000010633474	INC(PCG) IP008575	Sep	30/09/2024 05:46	02/10/2024 13:20	0	Request for engineer standby support on 2 nd October.	Competed	Operation Request
Malaysia	INC000010508597	KLR(PCG) IP008665	Feb	29/02/2024 07:36:20	07/03/2024 18:58:46	0	Request to check circuit status	IP is unreachable and no further updates from cx	Operation Request
Nepal	INC000010489272	KTM(MER) IP009125-IB	Jan	23/01/2024 06:38:26	23/01/2024 14:22:41	388	Circuit Down	The circuit experienced an interruption caused by a National Long Distance (NLD) trunk link issue. The issue has been permanently resolved by re-routing through the secondary path	Incident w/o service impact
Nepal	INC000010597116	KTM(MER) IP009125	Aug	03/08/2024 08:17:51	19/08/2024 00:09:12	0	RP957\24 Aug 15, 2024 17:00 - 22:00 (GMT) INC000010596590 PCCW Global	Completed	Planned Maintenance
Nepal	INC000010597537	KTM(MER) IP009125	Aug	05/08/2024 09:59:37	26/08/2024 21:19:11	0	Request to check circuit status	No fault found from partner as well. Long pending response from customer. Will now proceed in closing this ticket.	Operation Request
Nepal	INC000010652948	KTM(MER) IP009125	Nov	03/11/2024 08:14:55	14/11/2024 00:07:13	0	RP1317\24 Nov 09, 2024 16:00 - Nov 10, 2024 00:00 (GMT) PCCW Global INC000010651201	Completed	Planned Maintenance
New Zealand	INC000010577067	AUC(TNZ) IP007482	Jun	28/06/2024 01:29	28/06/2024 07:13	0	Packet Loss	Observed congestion on PCCW transmission link. PCCWG team worked on decongestion and service resumed normal. Confirmed no service impact from CRVNEZ	Incident w/o service impact
New Zealand	INC000010638809	AUC(TNZ) IP007482	Oct	08/10/2024 06:34:55	26/10/2024 00:07:20	0	RP1221\24 Oct 22, 2024 10:00 to 14:00 GMT Spark 126877	Completed	Planned Maintenance
New Zealand	INC000010653570	AUC(TNZ)-BNE(PCG) GRE64016101	Nov	05/11/2024 04:23	05/11/2024 05:03	39	Connection From Auckland to Australia (MEL and BNE) experienced intermittent interruption.	From Spark NZ. this incident was a result of a partially failed node at the Equinix DC in Sydney, which caused degradation on the service.	Incident caused by network issue pertaining to another member state.
Papua New Guinea	INC000010483175	POM(PCG) IP008449	Jan	14/01/2024 05:49:31	15/01/2024 04:13:47	0	Change Request	Completed request	Operation Request
Papua New Guinea	INC000010498924	POM(PCG) IP008449	Feb	09/02/2024 01:27:17	14/02/2024 00:06:46	0	UP137\24 - Feb 10 13:00-16:00GMT - PNG DATACO - DCST# 173	Completed	Planned Maintenance
Papua New Guinea	INC000010506909	POM(PCG) IP008449	Feb	26/02/2024 00:03:11	14/03/2024 00:07:45	0	UP180\24 02 March 2024 15:00 - 19:00 GMT PNG Dataco DCST# 175	Completed	Planned Maintenance
Papua New Guinea	INC000010509890	POM(PCG) IP008449	Mar	01/03/2024 13:11:05	19/03/2024 00:08:12	0	UP206\24 MARCH 7,2024 15:00 - 20:00 GMT DCST#177 CS2POM	Completed	Planned Maintenance
Papua New Guinea	INC000010514866	POM(PCG) IP008450	Mar	11/03/2024 03:54:59	13/03/2024 02:23:16	21	Circuit Down	BGP flapped due to sun outage issue(sun interference outage on satellite)	Incident
Papua New Guinea	INC000010523075	POM(PCG) IP008449	Mar	25/03/2024 00:38:17	25/03/2024 02:47:59	20	Circuit Down	duplicate IP on partner end-client, reconfigured to restore services	Incident
Papua New Guinea	INC000010525466	POM(PCG) IP008449	Mar	27/03/2024 16:18:18	07/04/2024 00:07:24	0	UP311\24 APRIL 3,2024 15:00 - 20:00 GMT DCST#177 DataCo	Completed	Planned Maintenance
Papua New Guinea	INC000010542477	POM(PCG) IP008450	Apr	27/04/2024 08:57:01	27/04/2024 11:22:30	0	Request to check circuit status	Request Completed	Operation Request
Papua New Guinea	INC000010542560	POM(PCG) IP008449	Apr	27/04/2024 08:57:01	27/04/2024 11:22:30	0	Request to check circuit status	Request Completed	Operation Request
Papua New Guinea	INC000010553443	POM(PCG) IP008449	May	17/05/2024 04:20:07	17/05/2024 06:21:58	0	Request to check circuit status	Terrestrial link connection noted intermittent. There was BGP flap which affected our devices at Boroko NNI caused by intermittent power(fluctuation) supply in the area (Boroko- POM).	Operation Request
Papua New Guinea	INC000010560696	POM(PCG) IP008449	May	30/05/2024 10:34:57	30/05/2024 21:52:50	0	Request to check circuit status	RQ for RFO/ 4 outages a couple of days the time stamps, as per cx we cannot provide logs supporting the request. Kindly close the ticket.	Operation Request
Papua New Guinea	INC000010582313	POM(PCG) IP008449	Jul	09/07/2024 05:20:05	10/07/2024 21:24:15	0	Request to check circuit status	Request Coimpleted	Operation Request

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Papua New Guinea	INC000010595369	POM(PCG)-OAK(PCG) GRE67511001	Aug	01/08/2024 01:25:57	04/08/2024 03:55:23	0	Request to check circuit status	service was impacted by total power outage at one of partner nodes in POM. RFO: A prolonged mains power outage occurred, exceeding the UPS backup capacity. This resulted in a complete system outage lasting approximately 8 minutes.	Operation Request
Papua New Guinea	INC000010596421	POM(PCG) IP008449	Aug	02/08/2024 13:27:53	04/10/2024 00:06:06	0	UP667\24 Aug 01, 2024 00:01 - Sep 30, 2024 13:59 (GMT) pngdataco	Completed	Planned Maintenance
Papua New Guinea	INC000010662693	POM(PCG) IP008450	Nov	21/11/2024 00:38:09	22/11/2024 01:56:31	0	Request to check circuit status	-no fault found	Operation Request
Papua New Guinea	INC000010675328	POM(PCG) IP008449	Dec	12/12/2024 19:58:17	12/12/2024 21:31:12	92	Circuit Down	Due to equipment failure at customer	Incident - member state's equipment/network issue.
Philippines	INC000010486886	PAY(PCG) IP007264	Jan	18/01/2024 09:54:23	31/01/2024 00:09:28	0	RP047\24 Jan 27, 2024 1:00-3:00 GMT Radius CHG0031541	Completed	Planned Maintenance
Philippines	INC000010512046	PAY(PCG) IP007264	Mar	06/03/2024 07:44:39	25/04/2024 00:08:58	0	UP224\24 - Mar 9 01:00-03:00GMT - RADIUS - CHG0031541	Completed	Planned Maintenance
Philippines	INC000010554072	PAY(PCG) IP007264	May	17/05/2024 17:21:26	26/06/2024 00:07:20	0	RP603\24 - June 7 14:00-22:00GMT - RADIUS - CHG0032172	Completed	Planned Maintenance
Philippines	INC000010585521	PAY(PCG) IP007264	Jul	15/07/2024 22:37:14	24/07/2024 00:07:42	0	UP608\24 July 20 2024 16:00-22:00 GMT HKT GLOBAL CHG0032172	Completed	Planned Maintenance
Philippines	INC000010586766	PAY(PCG) IP007263	Jul	17/07/2024 15:27:56	17/07/2024 18:00:18	0	Request to check circuit status	Customer reported calls via HCM CRV 1&2 (IP007263 & IP007264) is only in favor of HCM. Circuit The connection on Manila went down 23hrs ago but has recovered.	Incident - member state's equipment/network issue.
Philippines	INC000010586767	PAY(PCG) IP007264	Jul	17/07/2024 15:27:56	18/07/2024 02:57:20	0	Request to check circuit status	Customer reported calls via HCM CRV 1&2 (IP007263 & IP007264) is only in favor of HCM. Circuit The connection on Manila went down 23hrs ago but has recovered.	Incident - member state's equipment/network issue.
Philippines	INC000010607133	PAY(PCG) IP007263	Aug	19/08/2024 04:13:26	19/08/2024 04:40:40	0	Request to check circuit status	Reminded users that connections are governed & configured as per the SEP System Engineering PlanIf additional voice connection is confirmed, they should raise a Change Request together with updated SEP and send it to PCCWG to revise the bandwidth allocations where necessary.	Operation Request
Philippines	INC000010671387	PAY(PCG) IP007263	Dec	05/12/2024 07:35:08	05/12/2024 08:05:07	0	Request to check circuit status	No fault found on reported period	Operation Request
Philippines	INC000010671388	PAY(PCG) IP007264	Dec	05/12/2024 07:35:08	05/12/2024 08:05:07	0	Request to check circuit status	No fault found on reported period	Operation Request
Singapore	INC000010492562	SNG(PCG) IP007868	Jan	29/01/2024 04:13	29/01/2024 05:09	0	Operation Request	Request from Bandwidth Utilization. Completed	Operation Request
Singapore	INC000010510739	SNG(PCG) IP007871	Mar	04/03/2024 06:45:26	21/03/2024 00:08:45	0	RP244\24 16 March 2024 16:00 GMT - 17 March 2024 00:00 Singtel CHG000000158863	Completed	Planned Maintenance
Singapore	INC000010510799	SNG(PCG) IP007871	Mar	04/03/2024 08:18:19	20/03/2024 00:24:16	0	RP245\24 - Mar 15 16:00-00:00GMT Mar 16 - SINGTEL - CHG000000158906	Completed	Planned Maintenance
Singapore	INC000010511954	SNG(PCG) IP007868	Mar	05/03/2024 21:34	21/03/2024 07:57	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Singapore	INC000010513125	SNG(PCG) IP007868	Mar	07/03/2024 08:55	25/03/2024 07:15	0	Request to check routing between Singapore-Vietnam GRE tunnel	MW at Vietnam side and PCCWG made the change and traffic is now traversing via SATCC.	Operation Request
Singapore	INC000010513126	SNG(PCG) IP007869	Mar	07/03/2024 08:55	25/03/2024 07:15	0	Request to check routing between Singapore-Vietnam GRE tunnel	MW at Vietnam side and PCCWG made the change and traffic is now traversing via SATCC.	Operation Request
Singapore	INC000010513280	SNG(PCG) IP007870	Mar	07/03/2024 08:55	25/03/2024 07:15	0	Request to check routing between Singapore-Vietnam GRE tunnel	MW at Vietnam side and PCCWG made the change and traffic is now traversing via SATCC.	Operation Request

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Singapore	INC000010513283	SNG(PCG) IP007871	Mar	07/03/2024 08:55	25/03/2024 07:15	0	Request to check routing between Singapore-Vietnam GRE tunnel	Request to check routing between Singapore-Vietnam GRE tunnel. MW at Vietnam side and PCCWG made the change and traffic is now traversing via SATCC.	Operation Request
Singapore	INC000010531445	SNG(PCG) IP007868	Apr	06/04/2024 15:49	06/04/2024 23:59	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Singapore	INC000010548184	SNG(PCG) IP007868	May	08/05/2024 03:55	09/05/2024 08:53	0	Operation Request	RQ retrieve the CRV report between Singapore and Canberra (Australia) for the past 1 week. Request attended. CRV users can login to service portal for interface utilization.	Operation Request
Singapore	INC000010554414	SNG(PCG) IP007870	May	20/05/2024 03:04:28	05/06/2024 00:07:19	0	RP607\24 01 Jun. 2024 16:00 - 22:00 GMT StarHub PTE. LTD.-NCR 43910	Completed	Planned Maintenance
Singapore	INC000010554453	SNG(PCG) IP007868	May	20/05/2024 03:21:03	05/06/2024 00:06:06	0	RP608\24 01 Jun. 2024 16:00 - 22:00 GMT StarHub PTE. LTD.-NCR 43910	Completed	Planned Maintenance
Singapore	INC000010558912	SNG(PCG) IP007870	May	28/05/2024 07:18:23	11/06/2024 00:09:07	0	RP632\24 June 07, 2024 16:00 - 19:00 (GMT) Starhub NCR 43512	Completed	Planned Maintenance
Singapore	INC000010559077	SNG(PCG) IP007868	May	28/05/2024 07:18:23	11/06/2024 00:09:07	0	RP632\24 June 07, 2024 16:00 - 19:00 (GMT) Starhub NCR 43512	Completed	Planned Maintenance
Singapore	INC000010559712	SNG(PCG) IP007868	May	29/05/2024 10:04	05/06/2024 08:03	0	Routing validation for CAAS (Civil Aviation Authority of Singapore) Circuits	Request attended.	Operation Request
Singapore	INC000010565202	SNG(PCG) IP007868	Jun	06/06/2024 04:51:09	04/07/2024 18:31:00	0	RP697\24 June 29, 2024 16:00 - 22:00 (GMT) STARHUB PTE. LTD.-NCR 44102	Completed	Planned Maintenance
Singapore	INC000010581691	SNG(PCG) IP007870	Jul	08/07/2024 12:24:56	12/07/2024 00:07:37	0	UP585\24 2024/07/08 20:00-21:00 GMT PCCWG IPECR-2044	Completed	Planned Maintenance
Singapore	INC000010591102	SNG(PCG) IP007870	July	25/07/2024 04:11	29/07/2024 02:25	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Singapore	INC000010591189	SNG(PCG) IP007871	July	25/07/2024 04:12	01/08/2024 09:16	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Singapore	INC000010596095	SNG(PCG) IP007868	Aug	02/08/2024 00:07:53	30/08/2024 00:06:56	0	RP942\24 August 15, 2024 17:00- 22:00 GMT PCCWG INC000010595288	Completed	Planned Maintenance
Singapore	INC000010598561	SNG(PCG) IP007869	Aug	06/08/2024 14:05	06/08/2024 14:28	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Singapore	INC000010609179	SNG(PCG) IP007871	Aug	22/08/2024 03:00:20	23/08/2024 22:42:24	0	UP735\24 Aug 22, 2024 14:00 - 17:00 (GMT) PCCW var06.sin02 sw07.sin02	Completed	Planned Maintenance
Singapore	INC000010609465	SNG(PCG) IP007871	Aug	22/08/2024 20:01:55	27/08/2024 00:08:59	0	UP737\24 AUGUST 23,2024 13:00 - 16:00 GMT var06.sin02sw07.sin02 PCCWG	Completed	Planned Maintenance
Singapore	INC000010613019	SNG(PCG) IP007868	Aug	28/08/2024 19:28:06	04/10/2024 00:08:08	0	RP1053\24 SEPTEMBER 9,2024 17:00 - 22:00 GMT IPECR-2052 Jira	Completed	Planned Maintenance
Singapore	INC000010623395	SNG(PCG) IP007868	Sep	14/09/2024 16:28	15/09/2024 02:07	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Singapore	INC000010624622	SNG(PCG) IP007868	Sep	17/09/2024 03:51	18/09/2024 10:31	0	Service portal graph	Request completed	Operation Request
Singapore	INC000010649701	SNG(PCG) IP007868	Oct	28/10/2024 08:35:01	13/11/2024 00:07:51	0	RP1288\24 Nov 9 2024 16:00-22:00 GMT StarHub NCR 45942	Completed	Planned Maintenance
Singapore	INC000010652922	SNG(PCG) IP007868	Nov	04/11/2024 00:36	04/11/2024 08:28	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Singapore	INC000010652922	SNG(PCG) IP007868	Nov	04/11/2024 00:36	04/11/2024 08:28	0	Connection to Colombo experienced interruption since 1st November 2024 at 02:55 UTC	Request to check circuit status.Suspected circuit unstable at Colombo side. Circuit resumed normal without intervention.	Operation Request
Singapore	INC000010659105	SNG(PCG) IP007868	Nov	14/11/2024 15:23:36	07/12/2024 00:08:36	0	RP1367\24 NOVEMBER 30,2024 3:30 - 8:30 GMT ASR1006 USNOC	Completed	Planned Maintenance
Sri Lanka	INC000010596109	CMB(PCG) IP009330-IRA	Aug	02/08/2024 00:07:53	30/08/2024 00:06:56	0	RP942\24 August 15, 2024 17:00- 22:00 GMT PCCWG INC000010595288	Completed	Planned Maintenance
Sri Lanka	INC000010596401	CMB(PCG) IP009330-IRA	Aug	02/08/2024 11:10:01	19/08/2024 00:42:17	0	Request to add email contact	No response after 48 hours leadtime	Operation Request
Sri Lanka	INC000010613024	CMB(PCG) IP009330-IRA	Aug	28/08/2024 19:28:06	04/10/2024 00:08:08	0	RP1053\24 SEPTEMBER 9,2024 17:00 - 22:00 GMT IPECR-2052 Jira	Completed	Planned Maintenance
Sri Lanka	INC000010623465	CMB(PCG) IP009330-IRA	Sep	14/09/2024 11:20:46	15/09/2024 23:49:18	1810	Circuit Flapping	The service interruption was suspected to be caused by a bug in the Singapore IPsec gateway. PCCWG resolved the issue by rerouting the traffic.	Incident

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Sri Lanka	INC000010652006	CMB(PCG) IP009330-IRA	Nov	01/11/2024 04:01:10	04/11/2024 00:46:34	808	Circuit Down	incident pertaining to customer owned network. PCCWG arranged HW replacement to eliminate any potential hardware issue.	Incident - member state's equipment/network issue.
Sri Lanka	INC000010659253	CMB(PCG) IP009330-IRA	Nov	14/11/2024 15:23:36	07/12/2024 00:08:36	0	RP1367\24 NOVEMBER 30,2024 3:30 - 8:30 GMT ASR1006 USNOC	Completed	Planned Maintenance
Thailand	INC000010484761	BKK(PCG)-PBH(TAT) GRE66019751	Jan	15/01/2024 14:31	16/01/2024 06:21	24	Request to check circuit status	Network issue at Bhutan.	Incident caused by network issue pertaining to another member state.
Thailand	INC000010484762	BKK(PCG)-PBH(TAT) GRE66029751	Jan	15/01/2024 14:31	16/01/2024 06:21	22	Request to check circuit status	Network issue at Bhutan.	Incident caused by network issue pertaining to another member state.
Thailand	INC000010491828	BKK(PCG) IP008895	Jan	26/01/2024 10:44:13	08/02/2024 00:07:21	0	RP076\24 Feb 4 2024 19:00-20:00 GMT NT	Completed	Planned Maintenance
Thailand	INC000010492166	BKK(PCG)-SNG(PCG) GRE66016502	Jan	26/01/2024 16:45	26/01/2024 19:44	178	Circuit Down	Fiber Cut in Singapore Local Loop network.Issue resolved after repairing the damaged cable.	Incident w/o service impact
Thailand	INC000010492167	BKK(PCG)-SNG(PCG) GRE66026502	Jan	26/01/2024 16:45	26/01/2024 19:44	177	Circuit Down	Fiber Cut in Singapore Local Loop network.Issue resolved after repairing the damaged cable.	Incident w/o service impact
Thailand	INC000010496424	BKK(PCG)-MMB(TAT) GRE66019102	Feb	03/02/2024 11:47	19/02/2024 20:23	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Thailand	INC000010496570	BKK(PCG)-MMB(TAT) GRE66029102	Feb	03/02/2024 11:47	19/02/2024 20:23	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Thailand	INC000010500029	BKK(PCG)-PBH(TAT) GRE66019751	Feb	12/02/2024 08:39	12/02/2024 09:39	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Thailand	INC000010500031	BKK(PCG)-PBH(TAT) GRE66029751	Feb	12/02/2024 08:39	12/02/2024 09:39	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Thailand	INC000010501329	BKK(PCG)-PBH(TAT) GRE66019751	Feb	15/02/2024 09:53	15/02/2024 10:11	18	Request to check circuit status	Affected due to power issue at the tower side located at Woochu BTS, THIMPHU. Link was restored after rectifying the issue.	Incident caused by network issue pertaining to another member state.
Thailand	INC000010501330	BKK(PCG)-PBH(TAT) GRE66029751	Feb	15/02/2024 09:53	15/02/2024 10:11	18	Request to check circuit status	Affected due to power issue at the tower side located at Woochu BTS, THIMPHU. Link was restored after rectifying the issue.	Incident caused by network issue pertaining to another member state.
Thailand	INC000010501662	BKK(PCG)-MMB(TAT) GRE66019102	Feb	15/02/2024 12:53	21/02/2024 16:20	33	Request to check circuit status	Issue on Mumbai circuit ISP provider. No fault for this BKK circuit.	Incident caused by network issue pertaining to another member state.
Thailand	INC000010501663	BKK(PCG)-MMB(TAT) GRE66029102	Feb	15/02/2024 12:53	21/02/2024 16:20	32	Request to check circuit status	Issue on Mumbai circuit ISP provider. No fault for this BKK circuit.	Incident caused by network issue pertaining to another member state.
Thailand	INC000010506972	BKK(PCG)-PBH(TAT) GRE66029751	Feb	26/02/2024 04:49	26/02/2024 05:11	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Thailand	INC000010506987	BKK(PCG)-MMB(TAT) GRE66019102	Feb	26/02/2024 06:18	03/03/2024 12:06	8446	Request to check circuit status	Issue on Mumbai circuit ISP provider. No fault for this BKK circuit.	Incident caused by network issue pertaining to another member state.
Thailand	INC000010507065	BKK(PCG)-PBH(TAT) GRE66019751	Feb	26/02/2024 04:49	26/02/2024 05:11	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Thailand	INC000010507086	BKK(PCG)-MMB(TAT) GRE66029102	Feb	26/02/2024 06:18	03/03/2024 12:06	8446	Request to check circuit status	Issue on Mumbai circuit ISP provider. No fault for this BKK circuit.	Incident caused by network issue pertaining to another member state.
Thailand	INC000010514740	BKK(PCG)-MMB(TAT) GRE66019101	Mar	11/03/2024 05:58	11/03/2024 06:58	59	Circuit Down	The link was affected due to Ethernet down at the customer end AMSS Server Room. Link came up after the issue was resolved by the customer.	Incident - member state's equipment/network issue.

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Thailand	INC000010514743	BKK(PCG)-MMB(TAT) GRE66029101	Mar	11/03/2024 05:58	11/03/2024 06:58	55	Circuit Down	The link was affected due to Ethernet down at the customer end AMSS Server Room. Link came up after the issue was resolved by the customer.	Incident - member state's equipment/network issue.
Thailand	INC000010544565	BKK(PCG)-PBH(TAT) GRE66019751	May	01/05/2024 15:49	08/05/2024 20:39	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Thailand	INC000010544566	BKK(PCG)-PBH(TAT) GRE66029751	May	01/05/2024 15:49	01/05/2024 15:50	0	Request to check circuit status	Check Circuit Normal; No fault alarm and log found	Operation Request
Thailand	INC000010551812	BKK(PCG)-PBH(TAT) GRE66019751	May	14/05/2024 05:38	26/05/2024 18:50	23	Circuit Down	Issue on Bhutan owned network	Incident caused by network issue pertaining to another member state.
Thailand	INC000010551813	BKK(PCG)-PBH(TAT) GRE66029751	May	14/05/2024 05:38	26/05/2024 18:50	21	Circuit Down	Issue on Bhutan owned network	Incident caused by network issue pertaining to another member state.
Thailand	INC000010564537	BKK(PCG)-PBH(TAT) GRE66019751	Jun	05/06/2024 10:26	05/06/2024 10:51	25	Circuit Flapping	Tunnel flapped due to power issue at Bhutan site	Incident caused by network issue pertaining to another member state.
Thailand	INC000010564538	BKK(PCG)-PBH(TAT) GRE66029751	Jun	05/06/2024 10:26	05/06/2024 10:51	23	Circuit Flapping	Tunnel flapped due to power issue at Bhutan site	Incident caused by network issue pertaining to another member state.
Thailand	INC000010570526	BKK(PCG)-PBH(TAT) GRE66019751	Jun	17/06/2024 10:50	17/06/2024 11:19	28	Circuit Flapping	Customer owned related issues	Incident caused by network issue pertaining to another member state.
Thailand	INC000010570527	BKK(PCG)-PBH(TAT) GRE66029751	Jun	17/06/2024 10:50	17/06/2024 11:19	21	Circuit Flapping	Customer owned related issues	Incident caused by network issue pertaining to another member state.
Thailand	INC000010570982	BKK(PCG)-MMB(TAT) GRE66019101	Jun	18/06/2024 05:48	19/06/2024 15:39	0	Request to check circuit status	The link was down due to a planned reconfiguration activity between AAI Mumbai for replacement of existing internet link with a new one.	Incident caused by network issue pertaining to another member state.
Thailand	INC000010570983	BKK(PCG)-MMB(TAT) GRE66029101	Jun	18/06/2024 05:48	19/06/2024 15:36	0	Request to check circuit status	The link was down due to a planned reconfiguration activity between AAI Mumbai for replacement of existing internet link with a new one.	Incident caused by network issue pertaining to another member state.
Thailand	INC000010575318	BKK(PCG) IP008896	Jun	25/06/2024 12:35:20	15/07/2024 00:07:02	0	RP768\24 11/07/2024 18:00-22:00 GMT UIH CC24 02688/SIS46738	Completed	Planned Maintenance
Thailand	INC000010578511	BKK(PCG)-MMB(TAT) GRE66019102	July	02/07/2024 06:08	09/07/2024 05:18	752	Circuit Down	Issue on India Customer ISP	Incident caused by network issue pertaining to another member state.
Thailand	INC000010578559	BKK(PCG)-MMB(TAT) GRE66029102	July	02/07/2024 06:09	02/07/2024 06:36	27	Circuit Down	Downtime due to Mumbai customer ISP link. No actions taken from PCCW side.	Incident caused by network issue pertaining to another member state.
Thailand	INC000010581091	BKK(PCG)-SNG(PCG) GRE66016503	July	06/07/2024 01:46	06/07/2024 04:00	134	Circuit Down	The link was affected due to an unexpected issue with the backup power during maintenance activity at the datacenter in Singapore.	Incident w/o service impact
Thailand	INC000010581092	BKK(PCG)-SNG(PCG) GRE66026503	July	06/07/2024 01:46	07/07/2024 20:54	134	Circuit Down	The datacenter partner in Singapore had conducted maintenance activities. The link was affected due to an unexpected issue with the backup power. Field engineer was immediately dispatched to resume the service by configuring an alternative power source.	Incident w/o service impact
Thailand	INC000010589678	BKK(PCG)-MMB(TAT) GRE66019102	July	22/07/2024 11:23	25/07/2024 12:44	70	Circuit Down	Issue with the India customer site since router uptime affected	Incident caused by network issue pertaining to another member state.

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Thailand	INC000010589681	BKK(PCG)-MMB(TAT) GRE66029102	July	22/07/2024 11:23	24/07/2024 10:45	70	Circuit Down	Issue with the India customer site since router uptime affected	Incident caused by network issue pertaining to another member state.
Thailand	INC000010593889	BKK(PCG)-MMB(TAT) GRE66019102	July	29/07/2024 11:18	30/07/2024 05:26	1087	Circuit Down	India Customer's ISP issue	Incident caused by network issue pertaining to another member state.
Thailand	INC000010593890	BKK(PCG)-MMB(TAT) GRE66029102	July	29/07/2024 11:18	30/07/2024 05:26	1087	Circuit Down	India Customer's ISP issue	Incident caused by network issue pertaining to another member state.
Thailand	INC000010595981	BKK(PCG)-MMB(TAT) GRE66029102	Aug	01/08/2024 23:22	02/08/2024 07:03	276	Circuit Down	India Customer's ISP issue	Incident caused by network issue pertaining to another member state.
Thailand	INC000010596057	BKK(PCG)-MMB(TAT) GRE66019102	Aug	01/08/2024 23:22	02/08/2024 07:03	460	Circuit Down	India Customer's ISP issue	Incident caused by network issue pertaining to another member state.
Thailand	INC000010598320	BKK(PCG)-SNG(PCG) GRE66016504	Aug	06/08/2024 08:45	07/08/2024 02:50	37	Circuit Down	Traffic was impacted by access router memory stuck and resumed after the router had been reloaded.	Incident w/o service impact
Thailand	INC000010598321	BKK(PCG)-SNG(PCG) GRE66026504	Aug	06/08/2024 08:45	07/08/2024 02:50	1051	Circuit Down	Traffic was impacted by access router memory stuck and resumed after the router had been reloaded.	Incident w/o service impact
Thailand	INC000010601044	BKK(PCG)-PBH(TAT) GRE66019751	Aug	10/08/2024 12:46	12/08/2024 00:54	2168	Circuit Down	Issue with Bhutan Side ISP	Incident caused by network issue pertaining to another member state.
Thailand	INC000010601150	BKK(PCG)-PBH(TAT) GRE66029751	Aug	10/08/2024 12:46	12/08/2024 00:54	2167	Circuit Down	Issue with Bhutan Side ISP	Incident caused by network issue pertaining to another member state.
Thailand	INC000010606412	BKK(PCG)-SNG(PCG) GRE66016504	Aug	17/08/2024 14:14	18/08/2024 12:51	1356	Circuit Down	Traffic was impacted by bug in Cisco device in Singapore and resumed after the router had been reloaded.	Incident w/o service impact
Thailand	INC000010606413	BKK(PCG)-SNG(PCG) GRE66026504	Aug	17/08/2024 14:14	18/08/2024 12:51	1279	Circuit Down	Traffic was impacted by bug in Cisco device in Singapore and resumed after the router had been reloaded.	Incident w/o service impact
Thailand	INC000010609827	BKK(PCG)-BEI(HKT) GRE66018601	Aug	23/08/2024 12:40	23/08/2024 15:06	145	Circuit Down	The local provider that the municipal construction of Wuyuan Bridge West Beijing Mi Road was caused, and it was restored after emergency repair.	Incident w/o service impact
Thailand	INC000010609828	BKK(PCG)-BEI(HKT) GRE66028601	Aug	23/08/2024 12:40	23/08/2024 15:06	143	Circuit Down	The local provider that the municipal construction of Wuyuan Bridge West Beijing Mi Road was caused, and it was restored after emergency repair.	Incident w/o service impact
Thailand	INC000010614712	BKK(PCG) IP008896	Sep	02/09/2024 04:41	15/09/2024 08:30	0	Change Request	Change Request	Operation Request
Thailand	INC000010614796	BKK(PCG) IP008895	Sep	02/09/2024 04:41	15/09/2024 08:30	0	Change Request	Change Request	Operation Request
Thailand	INC000010617509	BKK(PCG)-BEI(HKT) GRE66028601	Sep	05/09/2024 06:58	05/09/2024 07:19	0	Request to check circuit status	Request to check circuit status. Circuit was found to be normal, with no error logs recorded.	Operation Request
Thailand	INC000010617596	BKK(PCG)-BEI(HKT) GRE66018601	Sep	05/09/2024 06:58	05/09/2024 07:19	0	Request to check circuit status	Request to check circuit status. Circuit was found to be normal, with no error logs recorded.	Operation Request
Thailand	INC000010619182	BKK(PCG)-BEI(HKT) GRE66018601	Sep	07/09/2024 19:05	07/09/2024 20:53	9	Circuit Down	Equipment issue on the counterpart's side.	Incident w/o service impact
Thailand	INC000010619183	BKK(PCG)-BEI(HKT) GRE66028601	Sep	07/09/2024 19:05	07/09/2024 20:53	9	Circuit Down	Equipment issue on the counterpart's side.	Incident w/o service impact
Thailand	INC000010619288	BKK(PCG)-MMB(TAT) GRE66019102	Sep	08/09/2024 15:09	08/09/2024 15:52	43	Circuit Down	Equipment issue on the India side.	Incident caused by network issue pertaining to another member state.
Thailand	INC000010619289	BKK(PCG)-MMB(TAT) GRE66029102	Sep	08/09/2024 15:09	08/09/2024 15:52	42	Circuit Down	Equipment issue on the India side.	Incident caused by network issue pertaining to another member state.

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Thailand	INC000010632582	BKK(PCG) IP008896	Sep	27/09/2024 11:53	27/09/2024 13:19	86	Circuit Down	Circuit down due to Hang-up of local provider's media converter. Service restored upon reset of provider's media converter.	Incident w/o service impact
Thailand	INC000010632714	BKK(PCG)-BEI(HKT) GRE66018601	Sep	27/09/2024 16:10	27/09/2024 17:22	0	Request to check circuit status	Request to check circuit status. Circuit was flapping cause of maintenance activity at Beijing.	Operation Request
Thailand	INC000010632715	BKK(PCG)-BEI(HKT) GRE66028601	Sep	27/09/2024 16:11	27/09/2024 17:22	0	Request to check circuit status	Request to check circuit status. Circuit was flapping cause of maintenance activity at Beijing.	Operation Request
Thailand	INC000010633436	BKK(PCG)-PBH(TAT) GRE66019751	Sep	30/09/2024 06:53	01/10/2024 09:04	0	Request to check circuit status	Request to check circuit status. Circuit was found to be normal, with no error logs recorded.	Operation Request
Thailand	INC000010633437	BKK(PCG)-PBH(TAT) GRE66029751	Sep	30/09/2024 06:53	01/10/2024 09:04	0	Request to check circuit status	Request to check circuit status. Circuit was found to be normal, with no error logs recorded.	Operation Request
Thailand	INC000010634272	BKK(PCG)-MMB(TAT) GRE66019102	Sep	30/09/2024 19:06	30/09/2024 20:05	0	Request to check circuit status	Request to check circuit status. Circuit was found to be normal, with no error logs recorded.	Operation Request
Thailand	INC000010634274	BKK(PCG)-MMB(TAT) GRE66029102	Sep	30/09/2024 19:06	30/09/2024 19:56	0	Request to check circuit status	Request to check circuit status. Circuit was found to be normal, with no error logs recorded.	Operation Request
Thailand	INC000010643540	BKK(PCG)-MMB(TAT) GRE66019102	Oct	16/10/2024 13:38	16/10/2024 14:13	0	Request to check circuit status	Request to check circuit status. Circuit was found to be normal, with no error logs recorded.	Operation Request
Thailand	INC000010643715	BKK(PCG)-MMB(TAT) GRE66029102	Oct	16/10/2024 13:38	16/10/2024 14:13	0	Request to check circuit status	Request to check circuit status. Circuit was found to be normal, with no error logs recorded.	Operation Request
Thailand	INC000010645125	BKK(PCG)-PBH(TAT) GRE66019751	Oct	18/10/2024 19:31	18/10/2024 22:12	0	Request to check circuit status	Request to check circuit status. Circuit was found to be normal, with no error logs recorded.	Operation Request
Thailand	INC000010645233	BKK(PCG)-PBH(TAT) GRE66029751	Oct	18/10/2024 19:31	18/10/2024 22:12	0	Request to check circuit status	Request to check circuit status. Circuit was found to be normal, with no error logs recorded.	Operation Request
Thailand	INC000010648344	BKK(PCG)-PBH(TAT) GRE66019751	Oct	24/10/2024 18:15	30/10/2024 03:39	0	Request to check circuit status	Request to check circuit status. Circuit was found to be normal, with no error logs recorded.	Operation Request
Thailand	INC000010648447	BKK(PCG)-PBH(TAT) GRE66029751	Oct	24/10/2024 18:15	30/10/2024 03:39	0	Request to check circuit status	Request to check circuit status. Circuit was found to be normal, with no error logs recorded.	Operation Request
Thailand	INC000010649755	BKK(PCG)-PBH(TAT) GRE66019751	Oct	28/10/2024 09:54	28/10/2024 10:57	63	Circuit Down	Network issue on the counterpart's side.	Incident caused by network issue pertaining to another member state.
Thailand	INC000010649756	BKK(PCG)-PBH(TAT) GRE66029751	Oct	28/10/2024 09:54	28/10/2024 10:57	63	Circuit Down	Network issue on the counterpart's side.	Incident caused by network issue pertaining to another member state.
Thailand	INC000010652123	BKK(PCG) IP008896	Nov	01/11/2024 08:23:06	12/11/2024 00:06:54	0	RP1308/24 Nov 8, 2024 16:00-22:00 GMT CC24-05915/SIS47670	Completed	Planned Maintenance
Thailand	INC000010653115	BKK(PCG)-PBH(TAT) GRE66029751	Nov	04/11/2024 10:52	04/11/2024 12:49	0	Request to check circuit status	Request to check circuit status. Circuit was found to be normal, with no error logs recorded.	Operation Request
Thailand	INC000010653212	BKK(PCG)-PBH(TAT) GRE66019751	Nov	04/11/2024 10:52	04/11/2024 12:49	0	Request to check circuit status	Request to check circuit status. Circuit was found to be normal, with no error logs recorded.	Operation Request
Thailand	INC000010664193	BKK(PCG)-MMB(TAT) GRE66019102	Nov	23/11/2024 06:36	23/11/2024 06:57	21	Circuit Down	Network issue on the counterpart's side.	Incident caused by network issue pertaining to another member state.
Thailand	INC000010664195	BKK(PCG)-MMB(TAT) GRE66029102	Nov	23/11/2024 06:36	23/11/2024 06:57	17	Circuit Down	Network issue on the counterpart's side.	Incident caused by network issue pertaining to another member state.
Thailand	INC000010671306	BKK(PCG)-MMB(TAT) GRE66019102	Dec	05/12/2024 07:56	10/12/2024 10:57	165	Circuit Down	Network issue on the counterpart's side.	Incident caused by network issue pertaining to another member state.
Thailand	INC000010671393	BKK(PCG)-MMB(TAT) GRE66029102	Dec	05/12/2024 07:56	10/12/2024 10:57	165	Circuit Down	Network issue on the counterpart's side.	Incident caused by network issue pertaining to another member state.
Thailand	INC000010681587	BKK(PCG)-BEI(HKT) GRE66018601	Dec	28/12/2024 03:18	28/12/2024 07:29	0	Request to check circuit status	Request to check circuit status. Circuit was found to be normal, with no error logs recorded.	Operation Request
Thailand	INC000010681588	BKK(PCG)-BEI(HKT) GRE66028601	Dec	28/12/2024 03:18	28/12/2024 07:29	0	Request to check circuit status	Request to check circuit status. Circuit was found to be normal, with no error logs recorded.	Operation Request
USA	INC000010477215	OAK(PCG) IP007608	Jan	03/01/2024 07:20:53	03/01/2024 20:44:30	0	Port Moresby one way communication problem	No issue were found on the circuit path between the 2 locations.	Incident w/o service impact

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USA	INC000010486418	OAK(PCG) IP007608	Jan	18/01/2024 05:58:06	22/01/2024 20:14	1296	unable to hear	VZB outage (local loop issue)	Incident w/o service impact
USA	INC000010487291	ATL(PCG) IP007611	Jan	18/01/2024 18:28:03	03/02/2024 00:06:36	0	RP055\24 29 Jan. 2024 05:01 - 11:00 GMT Lumen 28468311	Completed	Planned Maintenance
USA	INC000010508169	ATL(PCG) IP007611	Feb	28/02/2024 02:35:49	11/03/2024 00:11:57	0	RP224\24 2024-03-07 06:00 GMT to 2024-03-07 11:00 GMT Lumen 28727399	Completed	Planned Maintenance
USA	INC000010513501	OAK(PCG) IP007608	Mar	07/03/2024 14:15:46	14/03/2024 04:56:59	0	Service portal access	Request completed	Operation Request
USA	INC000010513664	OAK(PCG) IP007609	Mar	07/03/2024 14:15:46	14/03/2024 04:56:59	0	Service portal access	Request completed	Operation Request
USA	INC000010517702	SLC(PCG) IP007610	Mar	14/03/2024 09:17:44	14/03/2024 11:45:11	0	Change Request	Request completed	Operation Request
USA	INC000010518821	OAK(PCG) IP007608	Mar	15/03/2024 16:51:27	15/03/2024 17:30:17	38	Operation Request	RQ - Identify the circuit assignment/usage. Request completed	Operation Request
USA	INC000010518958	OAK(PCG) IP007609	Mar	15/03/2024 16:51:27	15/03/2024 17:30:17	34	Operation Request	RQ - Identify the circuit assignment/usage. Request completed	Operation Request
USA	INC000010519477	OAK(PCG) IP007608	Mar	18/03/2024 06:20:16	18/03/2024 14:06:31	10	Request to check circuit status	Circuit is up upon checking.	Operation Request
USA	INC000010521783	ATL(PCG) IP007611	Mar	21/03/2024 16:32:48	30/03/2024 00:08:45	0	UP289\24 MARCH 26,2024 04:00 - 10:00 GMT 28969604 LUMEN	Completed	Planned Maintenance
USA	INC000010536178	OAK(PCG) IP007609	Apr	16/04/2024 04:01:34	28/04/2024 00:09:03	0	RP447\24 April 24, 2024 7:00 - 13:00 (GMT) Lumen 29122013-1	Completed	Planned Maintenance
USA	INC000010538513	SLC(PCG) IP007610	Apr	20/04/2024 02:40:48	04/05/2024 00:07:40	0	RP467\24 2024-04-30 06:40 GMT to 2024-04-30 07:00 GMT Lumen 29139314	Completed	Planned Maintenance
USA	INC000010549486	OAK(PCG) IP007608	May	09/05/2024 10:28:40	02/06/2024 00:16:40	0	RP565\24 MAY 29,2024 07:00 - 09:00 GMT R-1284692 / E-1284692 Verizon	Completed	Planned Maintenance
USA	INC000010579670	ATL(PCG) IP007611	Jul	03/07/2024 22:14:55	20/07/2024 00:06:05	0	RP803\24 - July 16 04:00-10:00GMT - LUMEN - 29645215	Completed	Planned Maintenance
USA	INC000010591190	SLC(PCG) IP007610	Jul	25/07/2024 04:13:11	25/07/2024 14:06:52	56	Request to check circuit status	Circuit is up upon initial checks.	Operation Request
USA	INC000010591193	OAK(PCG) IP007608	Jul	25/07/2024 04:21:41	23/08/2024 17:01:16	0	UP645\24 Jul 30 2024 07:00-13:00 GMT Verizon 1398025	Completed	Planned Maintenance
USA	INC000010615310	OAK(PCG) IP007608	Sep	02/09/2024 10:07:34	28/09/2024 00:07:25	0	RP1070\24 Sep 24 2024 07:00-13:00 GMT Verizon R-1407414 / E-1407414	Completed	Planned Maintenance
USA	INC000010617997	OAK(PCG) IP007608	Sep	05/09/2024 15:57:40	08/09/2024 18:30:41	45	Request to check circuit status	Unable to call Port Moresby / the line disconnects. No action taken, issue is voice not data	Operation Request
USA	INC000010618548	OAK(PCG) IP007608	Sep	06/09/2024 10:19:27	15/09/2024 00:09:24	0	UP795\24 - Sept 11 07:00-13:00GMT - VERIZON - R-1443567 / E-1443567	Completed	Planned Maintenance
USA	INC000010621661	SLC(PCG) IP007610	Sep	12/09/2024 07:07:07	05/10/2024 00:05:45	0	RP1115\24 01 Oct. 2024 06:00 - 10:00 GMT Lumen 30108837	Completed	Planned Maintenance
USA	INC000010622095	OAK(PCG) IP007608	Sep	13/09/2024 05:17:28	01/10/2024 00:08:25	0	RP1122\24 Sep 27 2024 04:01-12:00 GMT Verizon 1461409	Completed	Planned Maintenance
USA	INC000010627381	SLC(PCG) IP007610	Sep	20/09/2024 08:28:17	29/09/2024 00:11:29	0	UP860\24 2024-09-25 06:00 to 12:00 GMT Lumen 29741399	Completed	Planned Maintenance
USA	INC000010638739	SLC(PCG) IP007610	Oct	08/10/2024 08:11:23	28/10/2024 00:08:23	0	RP1222\24 2024-10-24 07:00 GMT to 13:00 GMT Lumen 30322380	Completed	Planned Maintenance
USA	INC000010641448	OAK(PCG) IP007608	Oct	14/10/2024 06:27:51	28/10/2024 00:08:31	0	RP1236\24 24 Oct. 2024 00:01 - 06:00 GMT Verizon R-1494554 / E-1494554	Completed	Planned Maintenance
USA	INC000010645877	OAK(PCG) IP007609	Oct	20/10/2024 10:30:22	28/10/2024 00:07:47	0	UP969\24 2024-10-24 04:00-13:00 GMT Lumen 30375231	Completed	Planned Maintenance