CRV OPERATIONS PERFORMANCE REPORT

(Presented by PCCW Global)

SUMMARY

This paper presents CRV Operational Performance in 2025.

1. INTRODUCTION

The CRV Operational Performance Report aims to provide an analysis of CRV network's reliability and overall performance in 2025.

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.

CRV Network
Yearly Service Review 2025

by Joseph Ng

Latest CRV Updates [Up to end of May 2026]

- 75 circuits in 43 cities with different CRV packages, A, B+, C+, C, D+ and D.
- 2 service providers in the CRV network.
- 5 circuits are under implementation
  Korea (for SWIM applications)
  Pakistan (upgrade to Package A)
  Solomon Islands
  Hong Kong #3
  Hong Kong #4
- 8 member states are joining CRV in 2026
  Bangladesh
  Brunei
  Kiribati
  Laos PDR
  Oman
  Samoa
  Tuvalu
  Vanuatu

Service Inventory – 1/4

#	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	Cook Islands	Rarotonga	D	SR248954	S0027070	2M
7	State / Administration	French Polynesia	Papeete	D+	SR225830	PPT(PCG) IP009243-IRA	2M
8	State / Administration	Fiji	Nadi	B+	SR177317	NAD(PCG) IP007484	1M
					SR177327	NAD(PCG) IP007484-RSA	1M
9	State / Administration	Hong Kong, China	Hong Kong#1	C+	SR232680	HKG(PCG) IP007315	2M
			Hong Kong#2	C	SR232676	HKG(PCG) IP007316	2M
10	State / Administration	India	Mumbai	B+	SR215423	MMB(TAT) IP009012	2M
					SR215426	MMB(TAT) IP009012-IB	2M

Service Inventory – 2/4

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

Service Inventory – 3/4

#	CRV Users	Administration	City	Package	Circuit SR	Circuit ID	Bandwidth
14	State / Administration	Malaysia	Sepang	A	SR185437	KLR(PCG) IP008665	2M
					SR185440	KLR(PCG) IP008666	2M
15	State / Administration	Maldives	Hulhule	D	SR243285	MLE(PCG) IP009457-IRA	256K
16	State / Administration	Mongolia	Ulaanbaatar	D	SR220175	ULN(PCG) IP009181-IRA	2M
17	State / Administration	Myanmar	Yangon	B+	SR236424	YNG(PCG) IP009341	1M
					SR236427	YNG(PCG) IP009341-IB	1M
18	State / Administration	Nepal	Kathmandu	B+	SR216315	KTM(MER) IP009125	128K
					SR216318	KTM(MER) IP009125-IB	128K
19	State / Administration	New Caledonia	Tontouta	D+	SR225821	TTO(PCG) IP009242-IRA	2M
20	State / Administration	New Zealand	Auckland	C	SR145774	AUC(TNZ) IP007482	1M
			Christchurch	C	SR145779	CHC(TNZ) IP007483	1M
21	State / Administration	Niue	Alofi	D	SR248979	S0027079	2M
22	State / Administration	Pakistan	Karachi	D	SR224235	KHI(PCG) IP009186	1M
23	State / Administration	Papua New Guinea	Port Moresby	C	SR225630	POM(PCG) IP008449	640K
			Port Moresby	C	SR225633	POM(PCG) IP008450	640K
24	State / Administration	Philippines	Pasay	A	SR141177	PAY(PCG) IP007263	2M
					SR141179	PAY(PCG) IP007264	2M
25	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

#	CRV Users	Administration	City	Package	Circuit SR	Circuit ID	Bandwidth
26	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
27	State / Administration	Sri Lanka	Colombo	D	SR216381	CMB(PCG) IP009330-IRA	256K
28	State / Administration	Thailand	Bangkok	A	SR236232	BKK(PCG) IP008895	2M
					SR236235	BKK(PCG) IP008896	2M
29	State / Administration	Tonga	Tongatapu	D	SR253080	S0031216	2M
30	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
31	State / Administration	Vietnam	Ho Chi Minh City	B+	SR244303	HCM(PCG) IP009285	2M
					SR244306	HCM(PCG) IP009285-IB	2M

Implementation Progress

Status	State / Administration	City	Package	Port Speed	Remarks
Open	Pakistan	Karachi	A	1M	- Local service provider is working on circuits provisioning and target completion date is end-Jun 2026.
Open	Korea	Seoul	C	2M	- Order is being processed and the target completion date is early Sept 2026.
Open	Solomon Islands	Honiara	D+	2M	- Order is being processed and the target completion date is early Oct 2026.
Open	Hong Kong #3	Hong Kong	C	2M	- target completion date is around Q3/Q4 2026 in order to match with Macau's voice traffic implementation schedule.
Open	Hong Kong #4	Hong Kong	C	2M	- target completion date is around Q3/Q4 2026 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	Kiribati	- Contract negotiation is in progress.
Open	Laos PDR	- Contract negotiation is in progress.
Open	Oman	- Contract negotiation is in progress.
Open	Samoa	- Contract negotiation is in progress.
Open	Tuvalu	- Contract negotiation is in progress.
Open	Vanuatu	- Contract negotiation is in progress.

2025 Site Availability (visit PCCW Portal for more SLA data)

PCCW Global | consoleconnect

#	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%	100%	100%	100%	100%	100%	100%	100%	100%	PBH(TAT) IP008292	1M
4	State / Administration	Cambodia	Phnom Penh	B+	100%	100%	100%	100%	100%	100%	100%	100%	99.98%	100%	99.45%	99.72%	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

2025 Site Availability (visit PCCW Portal for more SLA data)

#	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%	100%	100%	100%	100%	100%	100%	100%	100%	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%	99.46%	100%	100%	JKT(PCG) IP008996	2M
			Makassar	C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	MAK(PCG) IP008997	2M

2025 Site Availability (visit PCCW Portal for more SLA data)

#	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

2025 Site Availability (visit PCCW Portal for more SLA data)

#	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%	100%	100%	100%	100%	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%	100%	100%	100%	100%	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%	100%	100%	100%	100%	100%	100%	99.97%	100%	100%	100%	POM(PCG) IP008449	640K
			Port Moresby	C	100%	100%	100%	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

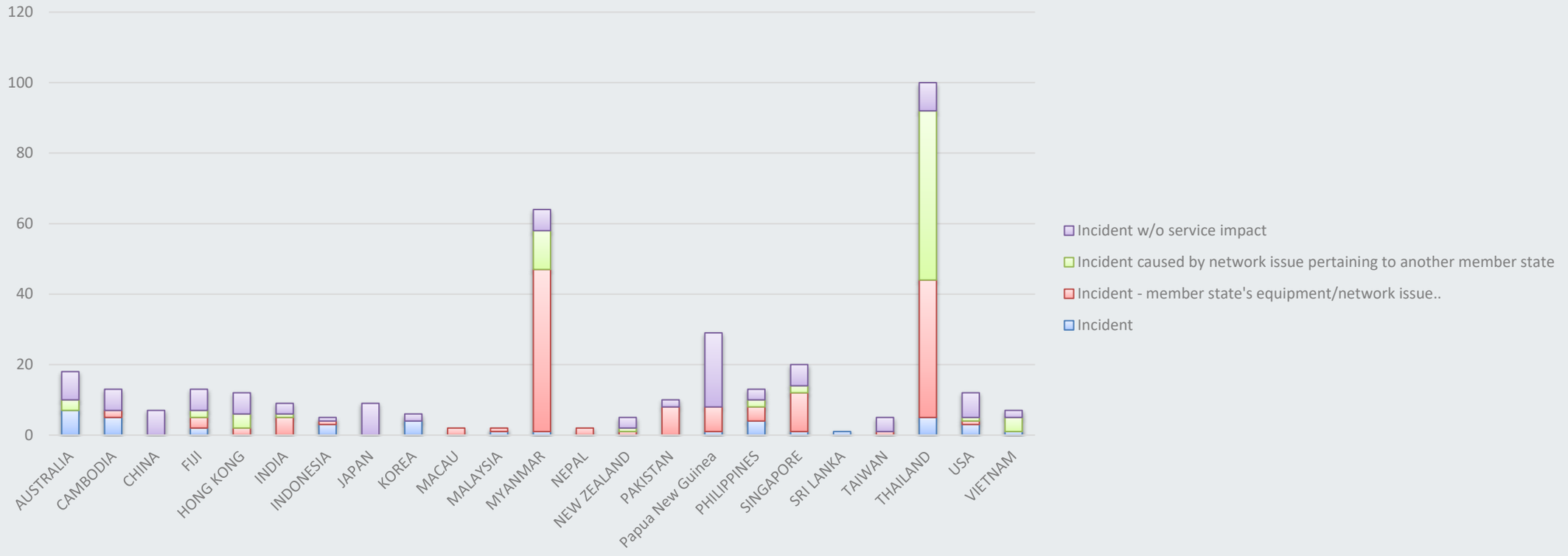
2025 Site Availability (visit PCCW Portal for more SLA data)

#	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%	100%	100%	100%	100%	100%	SEL(PCG) IP007995	2M
																	SEL(PCG) IP007996	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%	97.66%	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%	100%	100%	100%	100%	100%	99.86%	100%	CMB(PCG) IP009330-IRA	256K
24	State / Administration	Thailand	Bangkok	A	100%	100%	100%	100%	100%	100%	99.54%	100%	99.88%	100%	100%	100%	BKK(PCG) IP008895	2M
																	BKK(PCG) IP008896	2M
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

2025 Ticket Overview

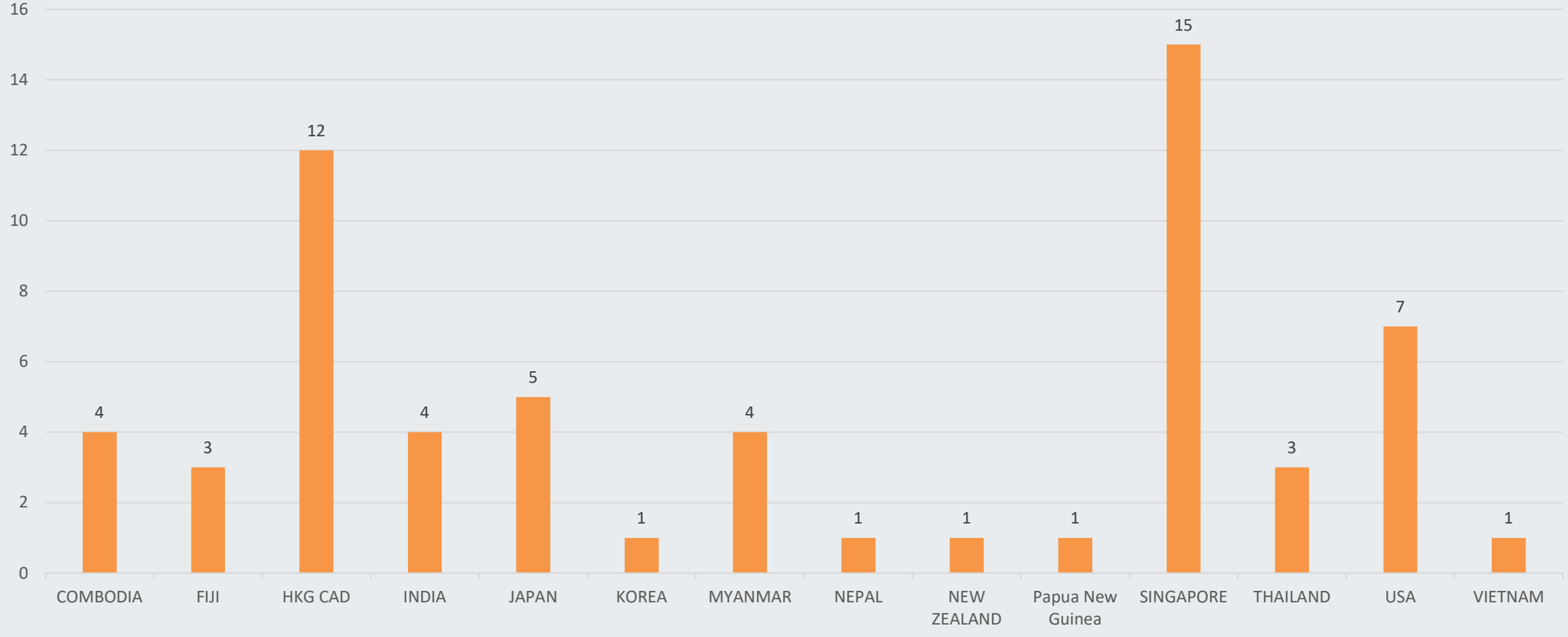
Ticket Type	Count
Incident	39
Incident - member state's equipment/network issue.	136
Incident - issue pertaining to another member state.	79
Incident w/o service impact	110
Operation Request	115
Planned Maintenance	103
Grand Total	582

2025 Ticket Type Distribution - Incident



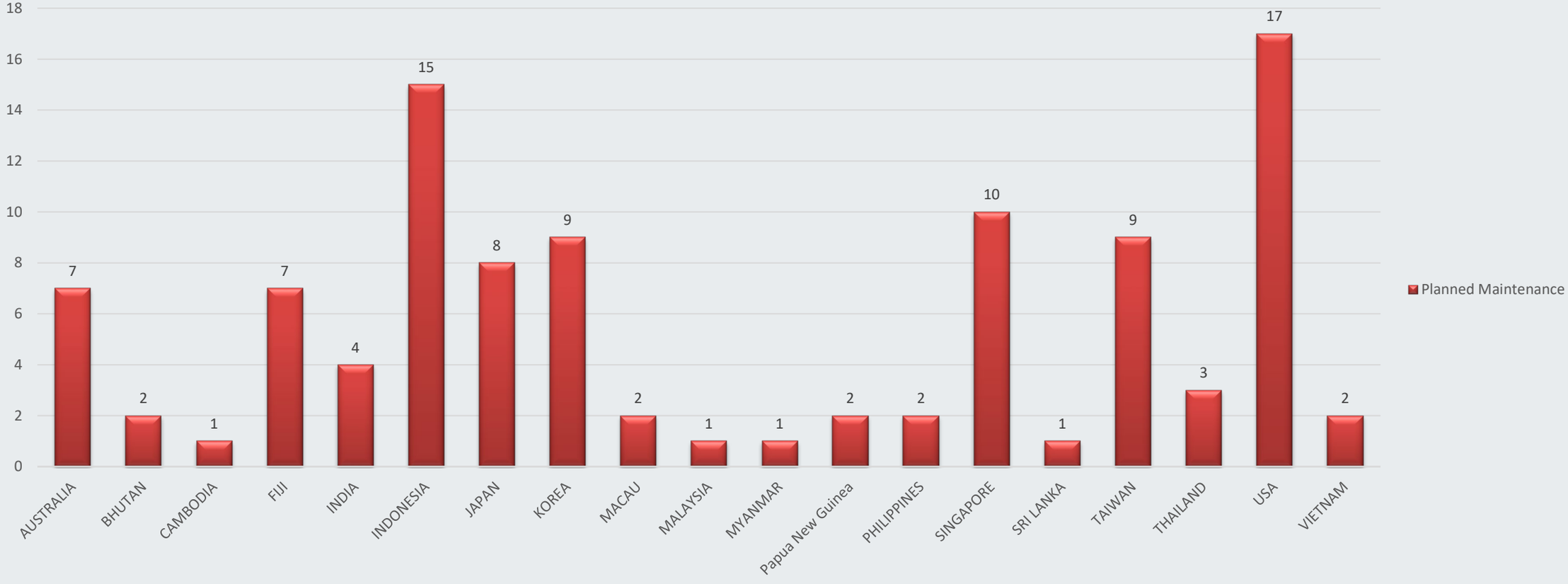
Ticket Type	Count
Incident	39
Incident - member state's equipment/network issue.	136
Incident caused by network issue pertaining to another member state.	79
Incident w/o service impact	110
Total	364

2025 Ticket Type Distribution – Operation Request



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**

2025 Ticket Type Distribution – Planned Maintenance



Ticket Type	Count
Planned Maintenance	**103**

2025 Ticket Details

Appendix A – 2025 Ticket Details

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

The on-demand platform for **intelligent data movement**

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Thank you

Australia
Level 3 |200 Mary Street |Brisbane QLD 4000 |Australia

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

France
2/F 16 rue Washington |75008 Paris |France

Greece
340 Kifisias Avenue/340 Olimpionikon |Neo Psychiko 154 51 |Athens |Greece

Germany
Schillerstr. 31 |60313 Frankfurt/M. |Germany

United States
475 Springpark Place |Suite 100 |Herndon |VA 20170 |USA

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

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

Talk to us: sales@consoleconnect.com

3. ACTION BY THE MEETING

1. The meeting is invited to:

a) note the information contained in this paper; and

b) discuss any relevant matter as appropriate

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Administration	Incident Number	Circuit ID	Reported Date	Last Resolved Date	MTTR (mins)	Summary	Fault Cause Detail	Ticket Type	mmm
AUSTRALIA	INC000010688426	MEL(PCG) IP007486	01/10/2025, 06:21:22 AM	01/11/2025, 12:31:00 AM	1089	Proactive Down	RFO: Unplanned outage on provider's network in DENILIQUIN NSW due to fiber cut. This is resolved by replacement of damaged segment and splicing.	Incident	Jan
AUSTRALIA	INC000010702082	MEL(PCG) IP007486	02/07/2025, 01:47:54 PM	02/08/2025, 12:36:00 PM	1366	Circuit Down	Unplanned fiber damage	Incident	Feb
AUSTRALIA	INC000010728206	BNE(PCG) IP007485	03/28/2025, 10:29:14 PM	03/28/2025, 11:02:35 PM	0	Req for RFO	RSL degradation on the antenna	Incident caused by network issue pertaining to another member state	Mar
AUSTRALIA	INC000010728368	MEL(PCG) IP007486	03/28/2025, 10:29:14 PM	03/28/2025, 11:02:35 PM	0	Req for RFO	RSL degradation on the antenna	Incident caused by network issue pertaining to another member state	Mar
AUSTRALIA	INC000010728782	MEL(PCG) IP007486	03/30/2025, 12:46:09 AM	05/18/2025, 09:24:23 PM	0	Circuit Down	his was already reverted to the Primary Link after realignment of the antenna.	Incident caused by network issue pertaining to another member state	Mar
AUSTRALIA	INC000010730918	MEL(PCG) IP007486	04/03/2025, 05:11:57 AM	04/03/2025, 05:45:48 AM	0	Circuit Down	No RFO provided	Incident w/o service impact	Apr
AUSTRALIA	INC000010731002	BNE(PCG) IP007485	04/03/2025, 05:11:57 AM	04/03/2025, 05:45:48 AM	0	Circuit Down	No RFO provided	Incident w/o service impact	Apr
AUSTRALIA	INC000010733295	BNE(PCG) IP007485	04/08/2025, 03:41:44 AM	04/14/2025, 10:11:30 PM	0	Circuit Down	resolved by TAC during call.	Incident w/o service impact	Apr
AUSTRALIA	INC000010737804	MEL(PCG) IP007486	04/16/2025, 09:31:15 AM	04/16/2025, 10:26:33 AM	0	High Latency	No fault found	Incident w/o service impact	Apr
AUSTRALIA	INC000010739907	MEL(PCG) IP007486	04/18/2025, 09:30:51 PM	05/26/2025, 02:07:03 AM	17	High Latency	affected by AAG cable	Incident	Apr
AUSTRALIA	INC000010740735	BNE(PCG) IP007485	04/22/2025, 07:50:46 PM	04/22/2025, 08:47:26 PM	0	High Latency	No high latency observed	Incident w/o service impact	Apr
AUSTRALIA	INC000010763390	MEL(PCG) IP007486	06/01/2025, 02:08:18 PM	06/01/2025, 03:23:59 PM	75	Circuit is down	Power issue at partner side	Incident	Jun
AUSTRALIA	INC000010770412	MEL(PCG) IP007486	06/14/2025, 03:59:45 PM	06/14/2025, 04:15:45 PM	0	High Latency	No latency issue observed. Other site is via VSAT.	Incident w/o service impact	Jun
AUSTRALIA	INC000010807554	MEL(PCG) IP007486-MRP	08/12/2025, 10:11:21 AM	08/12/2025, 10:36:51 AM	0	Latency	no issue found	Incident w/o service impact	Aug
AUSTRALIA	INC000010826193	MEL(PCG) IP007486	09/08/2025, 04:51:21 PM	09/09/2025, 10:41:40 AM	1070	Proactive Down	Fibre cut by vandals in manhole	Incident	Sep
AUSTRALIA	INC000010833642	MEL(PCG) IP007486	09/21/2025, 06:48:08 AM	10/03/2025, 08:45:25 PM	15	ITNM Proactive Down	Due to Unplanned network outage	Incident	Sep
AUSTRALIA	INC000010878017	MEL(PCG) IP007486	10/21/2025, 09:04:01 PM	10/21/2025, 10:31:39 PM	87	Proactive Down	AC Mains failure on partner's end	Incident	Oct
AUSTRALIA	INC000010881066	MEL(PCG) IP007486	10/23/2025, 10:01:35 AM	10/25/2025, 09:27:58 AM	0	Alarm Latency	Their investigations found that traffic was switched to protection path. That's why customer experienced latency. Traffic switched to worker path.	Incident w/o service impact	Oct
CAMBODIA	INC000010684028	PNH(PCG)-BKK(PCG) GRE85516601	01/03/2025, 10:24:56 AM	01/03/2025, 07:10:07 PM	0	Circuit Down	tier 2 team all tunnels are working fine	Incident w/o service impact	Jan
CAMBODIA	INC000010684029	PNH(PCG)-BKK(PCG) GRE85526601	01/03/2025, 10:24:56 AM	01/03/2025, 07:10:07 PM	0	Circuit Down	tier 2 team all tunnels are working fine	Incident w/o service impact	Jan
CAMBODIA	INC000010684075	PNH(PCG)-BKK(PCG) GRE85516602	01/03/2025, 10:24:56 AM	01/03/2025, 07:10:07 PM	0	Circuit Down	tier 2 team all tunnels are working fine	Incident w/o service impact	Jan
CAMBODIA	INC000010684076	PNH(PCG)-BKK(PCG) GRE85526602	01/03/2025, 10:24:56 AM	01/03/2025, 07:10:07 PM	0	Circuit Down	tier 2 team all tunnels are working fine	Incident w/o service impact	Jan
CAMBODIA	INC000010763082	PNH(PCG)-BKK(PCG) GRE85516601	05/31/2025, 11:49:51 AM	05/31/2025, 02:21:41 PM	106	Circuit Down	Downtime caused by a power issue on Phnom Penh node.	Incident	May
CAMBODIA	INC000010763176	PNH(PCG)-BKK(PCG) GRE85516602	05/31/2025, 11:49:51 AM	05/31/2025, 02:21:41 PM	131	Circuit Down	Downtime caused by a power issue on Phnom Penh node.	Incident	May

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CAMBODIA	INC000010769743	PNH(PCG) IP009372	06/13/2025, 10:07:16 AM	06/18/2025, 04:07:00 PM	7559	Isolated	PNH01 was restored after IP Trunk EP5925 was re-routed and IPE modified the MTU size.	Incident	Jun
CAMBODIA	INC000010831177	PNH(PCG)-BKK(PCG) GRE85516601	09/16/2025, 08:14:48 PM	09/17/2025, 12:09:59 AM	0	Down	CPE reboot at customer site	Incident - member state's equipment/network issue..	Sep
CAMBODIA	INC000010831178	PNH(PCG)-BKK(PCG) GRE85516602	09/16/2025, 08:14:48 PM	09/17/2025, 12:09:59 AM	0	Down	CPE reboot at customer site	Incident - member state's equipment/network issue..	Sep
CAMBODIA	INC000010945950	PNH(PCG)-BKK(PCG) GRE85516601	11/28/2025, 02:05:03 PM	12/01/2025, 07:48:43 PM	0	Circuit Down	No RFO provided by partner	Incident w/o service impact	Nov
CAMBODIA	INC000010945951	PNH(PCG)-BKK(PCG) GRE85516602	11/28/2025, 02:05:03 PM	12/01/2025, 07:48:43 PM	0	Circuit Down	No RFO provided by partner	Incident w/o service impact	Nov
CAMBODIA	INC000010946099	PNH(PCG) IP009372	11/28/2025, 02:51:29 PM	11/29/2025, 02:41:00 PM	1429	Connection down	IP backbone trunk was down due to AAE-1 maintenance work	Incident	Nov
CAMBODIA	INC000010997878	PNH(PCG) IP009372	12/30/2025, 09:33:04 AM	12/31/2025, 12:49:04 AM	916	Down	Multiple international backbone cables problem, resumed after provider fixed the transmission card problem.	Incident	Dec
CHINA	INC000010695622	BEI(HKT) IP008378	01/23/2025, 12:54:22 PM	01/23/2025, 11:46:06 PM	0	Circuit Down	Request completed	Incident w/o service impact	Jan
CHINA	INC000010695625	BEI(HKT)-HKG(PCG) GRE86028522	01/23/2025, 12:54:22 PM	01/23/2025, 11:46:06 PM	0	Circuit Down	Request completed	Incident w/o service impact	Jan
CHINA	INC000010695684	BEI(HKT) IP008377	01/23/2025, 12:54:22 PM	01/23/2025, 11:46:06 PM	0	Circuit Down	Request completed	Incident w/o service impact	Jan
CHINA	INC000010695685	BEI(HKT)-HKG(PCG) GRE86018521	01/23/2025, 12:54:22 PM	01/23/2025, 11:46:06 PM	0	Circuit Down	Request completed	Incident w/o service impact	Jan
CHINA	INC000010695686	BEI(HKT)-HKG(PCG) GRE86018522	01/23/2025, 12:54:22 PM	01/23/2025, 11:46:06 PM	0	Circuit Down	Request completed	Incident w/o service impact	Jan
CHINA	INC000010695689	BEI(HKT) IP008377	01/23/2025, 01:15:51 PM	01/23/2025, 02:09:44 PM	0	RFO 2:35-3:28 and 4:36-4:47 utc	Request Completed	Incident w/o service impact	Jan
CHINA	INC000010695690	BEI(HKT) IP008378	01/23/2025, 01:15:51 PM	01/23/2025, 02:09:44 PM	0	RFO 2:35-3:28 and 4:36-4:47 utc	Request Completed	Incident w/o service impact	Jan
FIJI	INC000010704650	NAD(PCG) IP007484	02/12/2025, 09:02:46 AM	02/12/2025, 09:40:43 AM	37	DOWN	Please note that there was intermittent IPVPN issues. The issue has been resolved. Kindly check and advise.	Incident	Feb
FIJI	INC000010725206	NAD(PCG) IP007484-RSA	03/24/2025, 09:42:52 AM	03/24/2025, 01:54:35 PM	0	ITNM Proactive Down	Upon monitoring circuit as up with no intervention on our end.	Incident w/o service impact	Mar
FIJI	INC000010728367	NAD(PCG) IP007484	03/28/2025, 10:29:14 PM	03/28/2025, 11:02:35 PM	32	Req for RFO	RSL degradation on the antenna	Incident	Mar
FIJI	INC000010728510	NAD(PCG) IP007484	03/30/2025, 12:46:09 AM	05/18/2025, 09:24:23 PM	0	Circuit Down	his was already reverted to the Primary Link after realignment of the antenna.	Incident caused by network issue pertaining to another member state	Mar
FIJI	INC000010728530	NAD(PCG) IP007484-RSA-MRP	03/30/2025, 08:29:17 AM	04/06/2025, 04:14:10 PM	0	Down	Internet circuit is provided by customer	Incident - member state's equipment/network issue..	Mar
FIJI	INC000010730916	NAD(PCG) IP007484	04/03/2025, 05:11:57 AM	04/03/2025, 05:45:48 AM	0	Circuit Down	No RFO provided	Incident w/o service impact	Apr
FIJI	INC000010734448	NAD(PCG) IP007484	04/09/2025, 03:31:08 PM	04/09/2025, 03:53:45 PM	0	DOWN	Issue with customer LLP	Incident w/o service impact	Apr
FIJI	INC000010769807	NAD(PCG) IP007484	06/13/2025, 03:18:07 PM	06/16/2025, 09:37:01 AM	126	Down	Though final recorded cause was NFF, the case involved complex duplex mismatch and routing/application issues.	Incident	Jun
FIJI	INC000010787398	NAD(PCG) IP007484	07/11/2025, 01:51:49 PM	07/11/2025, 02:15:09 PM	0	link are unserviceable	Link already up on initial checks. Unable to find RFO as no response received from local provider.	Incident w/o service impact	Jul
FIJI	INC000010787399	NAD(PCG)-SLC(PCG) GRE67911004	07/11/2025, 02:02:37 PM	07/11/2025, 02:18:58 PM	0	Circuit Down	Link already up on initial checks. Unable to find RFO as no response received from local provider.	Incident caused by network issue pertaining to another member state	Jul
FIJI	INC000010854528	NAD(PCG) IP007484-RSA-MRP	10/08/2025, 05:32:17 AM	10/08/2025, 06:11:57 AM	0	Proactive Down	Circuit is now up. This is due to customer activity on their side.	Incident - member state's equipment/network issue..	Oct
FIJI	INC000010880657	NAD(PCG) IP007484	10/22/2025, 11:23:54 PM	10/22/2025, 11:27:56 PM	0	Rq RFO 221025/ 1410 - 1426 hrs UTC	related INC000010880402	Incident w/o service impact	Oct
FIJI	INC000010969669	NAD(PCG) IP007484-RSA	12/12/2025, 03:00:36 PM	12/12/2025, 06:32:13 PM	0	Proactive Down	Internet link is by customer. No actions taken.	Incident - member state's equipment/network issue..	Dec

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HONG KONG	INC000010695661	HKG(PCG) IP007315	01/23/2025, 11:56:08 AM	01/23/2025, 12:51:18 PM	0	RFO- 2025/ 01/23 0330 UTC-0342 UTC	Request completed	Incident w/o service impact	Jan
HONG KONG	INC000010728240	HKG(PCG) IP007315	03/29/2025, 10:01:42 AM	03/29/2025, 10:16:43 AM	0	Check RFO request	downtime at PoP site in RCBC due to high temperature affecting our equipment. | manila site	Incident caused by network issue pertaining to another member state	Mar
HONG KONG	INC000010728419	HKG(PCG) IP007316	03/29/2025, 10:38:27 AM	03/30/2025, 05:48:32 AM	0	HKG CRV1 Voice & Data	The downtime was due to high temperature at the PoP site in RCBC affecting the partner's equipment.	Incident caused by network issue pertaining to another member state	Mar
HONG KONG	INC000010728420	HKG(PCG) IP007315	03/29/2025, 10:38:27 AM	03/30/2025, 05:48:32 AM	0	HKG CRV1 Voice & Data	The downtime was due to high temperature at the PoP site in RCBC affecting the partner's equipment.	Incident caused by network issue pertaining to another member state	Mar
HONG KONG	INC000010732256	HKG(PCG) IP007315	04/05/2025, 08:10:24 AM	04/05/2025, 09:12:24 AM	0	MNL/CRV down from 2318-2325UTC	no fault found	Incident w/o service impact	Apr
HONG KONG	INC000010741614	HKG(PCG) IP007315	04/23/2025, 11:20:39 PM	04/24/2025, 10:54:23 AM	0	RQ for RFO	request completed	Incident w/o service impact	Apr
HONG KONG	INC000010744282	HKG(PCG) IP007315	04/29/2025, 11:41:58 AM	05/22/2025, 06:50:34 PM	0	check status	Request completed	Incident w/o service impact	Apr
HONG KONG	INC000010744813	HKG(PCG) IP007315	04/29/2025, 10:58:13 PM	04/29/2025, 11:27:59 PM	0	RQ for RFO	Request completed	Incident w/o service impact	Apr
HONG KONG	INC000010781770	HKG(PCG) IP007315	07/03/2025, 11:29:36 PM	07/04/2025, 04:11:17 AM	0	Down	OFC12core cut cause of power burn about 250 meter from Node San Phu.	Incident caused by network issue pertaining to another member state	Jul
HONG KONG	INC000010836179	HKG(PCG) IP007315	09/25/2025, 08:00:38 PM	10/05/2025, 12:45:09 AM	0	Down	no alarm circuit is up and stable	Incident w/o service impact	Sep
HONG KONG	INC000010868481	HKG(PCG) IP007315	10/16/2025, 12:26:45 AM	10/16/2025, 02:44:48 AM	0	Circuit Down	Macau circuit rebooted	Incident - member state's equipment/network issue..	Oct
HONG KONG	INC000010868482	HKG(PCG) IP007315	10/16/2025, 12:26:45 AM	10/16/2025, 02:44:48 AM	0	Circuit Down	Macau circuit rebooted	Incident - member state's equipment/network issue..	Oct
INDIA	INC000010724577	MMB(TAT) IP009012-IB	03/21/2025, 03:58:42 PM	03/21/2025, 04:00:15 PM	0	RFO Flapped		Incident w/o service impact	Mar
INDIA	INC000010741916	MMB(TAT) IP009012	04/24/2025, 02:22:53 PM	04/24/2025, 07:02:34 PM	0	High Latency	No problem on this circuit. It should be IP009012-IB.	Incident w/o service impact	Apr
INDIA	INC000010742289	MMB(TAT) IP009012-IB	04/24/2025, 07:04:41 PM	05/18/2025, 11:43:43 PM	0	High Latency	Related wit hINC000010741830	Incident w/o service impact	Apr
INDIA	INC000010746890	MMB(TAT) IP009012	05/03/2025, 05:41:39 PM	05/03/2025, 06:08:37 PM	0	Ops ticket INC000010746864 Tunnel is down Tunnel66029101	Last mile Fiber cut	Incident caused by network issue pertaining to another member state	May
INDIA	INC000010795580	MMB(TAT) IP009012-IB	07/23/2025, 10:07:49 PM	07/25/2025, 03:14:33 PM	0	Proactive Down	Issue on customer's internet link.	Incident - member state's equipment/network issue..	Jul
INDIA	INC000010806426	MMB(TAT) IP009012-IB	08/09/2025, 07:11:09 PM	08/18/2025, 08:10:44 PM	0	Ops ticket for INC000010806499	ISP network issue.	Incident - member state's equipment/network issue..	Aug
INDIA	INC000010849103	MMB(TAT) IP009012-IB	10/04/2025, 12:11:44 PM	10/05/2025, 05:50:36 AM	0	Ops ticket for INC000010848915	Local ISP is owned by customer. No further response received.	Incident - member state's equipment/network issue..	Oct
INDIA	INC000010956755	MMB(TAT) IP009012-IB-MRP	12/04/2025, 06:26:51 PM	12/04/2025, 06:36:49 PM	0	Proactive down	BGP flapped. Customer owned ISP.	Incident - member state's equipment/network issue..	Dec
INDIA	INC000010982298	MMB(TAT) IP009012-IB	12/20/2025, 11:37:53 AM	01/08/2026, 04:04:52 PM	0	Proactive Down	Internet service is owned by customer. No intervention made on PCCW's side.	Incident - member state's equipment/network issue..	Dec
INDONESIA	INC000010702849	MAK(PCG) IP008997	02/08/2025, 02:55:41 PM	02/08/2025, 04:47:48 PM	0	connectivity issues	Problem is coming from the broken cable at Oakland USA between our NID and the Tellab A/B switch. The problem has been resolved after the broken cable replacement and the audio line is back to production as agreed by both USA and Indonesia.	Incident - member state's equipment/network issue..	Feb
INDONESIA	INC000010747419	JKT(PCG) IP008996	05/06/2025, 05:38:55 AM	05/06/2025, 09:43:00 AM	244	ITNM Proactive Down	Fiber cut 100 meters at customer location and resolved after splicing.	Incident	May
INDONESIA	INC000010848942	JKT(PCG) IP008996	10/04/2025, 05:18:44 PM	10/04/2025, 08:00:27 PM	161	Down - Ops to INC000010848938	Link down at distribution port	Incident	Oct
INDONESIA	INC000010862498	MAK(PCG) IP008997	10/12/2025, 05:37:45 PM	10/13/2025, 01:22:44 AM	464	Proactive Down	Electrical failure that impacted some devices at APJII DC including inverter on site. Issue restored after replacement of new inverter and using separate distribution of electrical load through MCB-supplied toward rack.	Incident	Oct
INDONESIA	INC000010864054	MAK(PCG) IP008997	10/13/2025, 09:59:16 AM	10/13/2025, 11:22:25 AM	0	Link connection Down 12-Oct-2025	No fault found	Incident w/o service impact	Oct
JAPAN	INC000010791369	FUK(PCG) IP007070	07/16/2025, 12:41:10 PM	07/19/2025, 12:53:54 PM	0	Circuit Down	no fault found	Incident w/o service impact	Jul
JAPAN	INC000010791370	FUK(PCG) IP007071	07/16/2025, 12:41:10 PM	07/19/2025, 12:53:54 PM	0	Circuit Down	no fault found	Incident w/o service impact	Jul

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JAPAN	INC000010826008	KOB(PCG) IP008573	09/08/2025, 08:16:53 AM	10/20/2025, 05:20:52 PM	0	RFO- 7/09/2025 2:10:00 (GMT)~7/09/20255 2:15:00 (GMT)	request completed	Incident w/o service impact	Sep
JAPAN	INC000010826009	KOB(PCG) IP008574	09/08/2025, 08:17:59 AM	10/10/2025, 04:42:21 AM	0	RFO- 7/09/2025 2:10:00 (GMT)~7/09/20255 2:15:00 (GMT)	Request completed.	Incident w/o service impact	Sep
JAPAN	INC000010826010	FUK(PCG) IP008881	09/08/2025, 08:19:09 AM	10/13/2025, 12:10:59 AM	0	RFO- 7/09/2025 2:10:00 (GMT)~7/09/20255 2:15:00 (GMT)	Request completed.	Incident w/o service impact	Sep
JAPAN	INC000010836222	FUK(PCG) IP007070	09/26/2025, 01:13:02 AM	09/26/2025, 01:36:41 AM	0	RQ for RFO - 25 September/ 15:08 - 15:12 (UTC)	request completed	Incident w/o service impact	Sep
JAPAN	INC000010917364	TOK(PCG)-TAE(PCG) GRE81098204	11/12/2025, 04:37:02 PM	11/12/2025, 08:16:39 PM	0	BGP peer outage	no fault found	Incident w/o service impact	Nov
JAPAN	INC000010929174	FUK(PCG) IP007070	11/19/2025, 03:30:08 PM	12/18/2025, 11:12:09 AM	0	service down	Request completed	Incident w/o service impact	Nov
KOREA	INC000010749377	SEL(PCG) IP007996	05/09/2025, 12:10:45 AM	05/09/2025, 12:20:41 AM	0	ITNM Proactive Down	Up when tested	Incident w/o service impact	May
KOREA	INC000010825061	TAE(PCG) IP008576	09/05/2025, 04:14:10 PM	09/05/2025, 04:44:49 PM	0	Down	link is up	Incident w/o service impact	Sep
KOREA	INC000010826298	TAE(PCG) IP008576	09/08/2025, 06:48:19 PM	11/23/2025, 08:43:01 PM	202	CRV service packet loss	config issue	Incident	Sep
KOREA	INC000010901142	INC(PCG) IP008575	11/04/2025, 02:06:22 AM	11/04/2025, 06:59:37 PM	1013	Circuit Down	Ticket closure suggestion. Customer not updating	Incident	Nov
KOREA	INC000010903160	INC(PCG) IP008575	11/04/2025, 04:57:14 PM	11/05/2025, 10:11:35 PM	1754	down	Due to coordinated activity. Customer is informed and they are the one provided the schedule.	Incident	Nov
KOREA	INC000010903465	TAE(PCG) IP008576	11/04/2025, 04:57:14 PM	11/05/2025, 10:11:35 PM	1753	down	Due to coordinated activity. Customer is informed and they are the one provided the schedule.	Incident	Nov
MACAU	INC000010868511	MCO(CTM) IP009385	10/16/2025, 06:32:12 AM	10/16/2025, 06:40:19 AM	0	Proactive Down	Power issue	Incident - member state's equipment/network issue..	Oct
MACAU	INC000010868778	MCO(CTM) IP009385	10/16/2025, 12:23:39 AM	10/16/2025, 12:37:22 AM	0	Proactive Down	device rebooted	Incident - member state's equipment/network issue..	Oct
MALAYSIA	INC000010805980	CBJ(PCG) IP009278-IRA-SWIM	08/08/2025, 06:54:04 PM	09/06/2025, 09:55:15 PM	0	Proactive Down	Internet link provided by customer	Incident - member state's equipment/network issue..	Aug
MALAYSIA	INC000010840046	KLR(PCG) IP008665	09/29/2025, 11:36:20 AM	09/30/2025, 09:42:31 AM	37	Intermittent	120-core and 12-core fiber optic cables were broken due to the construction of the Khlong Chong Nonsi landscaping project at the Chan Road intersection, 1.2 km from the Yannawa node. Fixed by replacing new fiber 200 meters and spliced closures.	Incident	Sep
MYANMAR	INC000010706550	YNG(PCG)-BKK(PCG) GRE95016602	02/14/2025, 11:16:21 PM	02/15/2025, 12:59:37 AM	0	Circuit Down	No fault found	Incident w/o service impact	Feb
MYANMAR	INC000010728191	YNG(PCG)-BKK(PCG) GRE95016602	03/28/2025, 08:23:57 PM	03/28/2025, 09:50:44 PM	0	Circuit Down	Upgrade OS crvmya-yng-9341ib	Incident w/o service impact	Mar
MYANMAR	INC000010728192	YNG(PCG)-BKK(PCG) GRE95026601	03/28/2025, 08:23:57 PM	03/28/2025, 09:50:44 PM	0	Circuit Down	Upgrade OS crvmya-yng-9341ib	Incident w/o service impact	Mar
MYANMAR	INC000010728222	YNG(PCG) IP009341	03/29/2025, 02:47:46 AM	05/19/2025, 01:37:34 AM	0	Operation ticket	Upgrade OS crvmya-yng-9341ib	Incident w/o service impact	Mar
MYANMAR	INC000010728231	YNG(PCG)-BKK(PCG) GRE95026601	03/29/2025, 06:41:01 AM	03/29/2025, 07:34:26 AM	0	Circuit Down	Power outage on-site	Incident - member state's equipment/network issue..	Mar
MYANMAR	INC000010728232	YNG(PCG)-BKK(PCG) GRE95016602	03/29/2025, 06:41:01 AM	03/29/2025, 07:34:26 AM	0	Circuit Down	Power outage on-site	Incident - member state's equipment/network issue..	Mar
MYANMAR	INC000010728350	YNG(PCG)-BKK(PCG) GRE95026602	03/28/2025, 08:23:57 PM	03/28/2025, 09:50:44 PM	0	Circuit Down	Upgrade OS crvmya-yng-9341ib	Incident w/o service impact	Mar
MYANMAR	INC000010728402	YNG(PCG)-BKK(PCG) GRE95026602	03/29/2025, 06:41:01 AM	03/29/2025, 07:34:26 AM	0	Circuit Down	Power outage on-site	Incident - member state's equipment/network issue..	Mar
MYANMAR	INC000010732293	YNG(PCG)-BKK(PCG) GRE95026601	04/05/2025, 05:08:38 PM	04/11/2025, 07:02:54 PM	0	Circuit Down	Issue occurred on Myanmar counterpart. No actions taken.	Incident caused by network issue pertaining to another member state	Apr
MYANMAR	INC000010732385	YNG(PCG)-BKK(PCG) GRE95026602	04/05/2025, 05:08:38 PM	04/11/2025, 07:02:54 PM	0	Circuit Down	Issue occurred on Myanmar counterpart. No actions taken.	Incident caused by network issue pertaining to another member state	Apr
MYANMAR	INC000010732789	YNG(PCG)-BKK(PCG) GRE95026602	04/07/2025, 04:00:37 PM	04/07/2025, 04:56:38 PM	0	Down	Affected by maintenance on BKK end	Incident caused by network issue pertaining to another member state	Apr
MYANMAR	INC000010732791	YNG(PCG)-BKK(PCG) GRE95026601	04/07/2025, 04:00:37 PM	04/07/2025, 06:29:02 PM	0	Down	Affected by maintenance on BKK end	Incident caused by network issue pertaining to another member state	Apr

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MYANMAR	INC000010732793	YNG(PCG) IP009341-IB	04/07/2025, 04:12:30 PM	04/07/2025, 04:56:29 PM	0	DOWN	link stable internet is customer owned.	Incident w/o service impact	Apr
MYANMAR	INC000010733903	YNG(PCG) IP009341-IB	04/08/2025, 05:42:09 PM	04/23/2025, 07:21:17 PM	0	Down	Customer must raise to their ISP	Incident - member state's equipment/network issue..	Apr
MYANMAR	INC000010734065	YNG(PCG)-BKK(PCG) GRE95026601	04/08/2025, 05:42:09 PM	04/11/2025, 06:47:58 PM	0	Down	There was issue on Myanmar counterpart causing reported tunnels to go down. No further actions taken.	Incident caused by network issue pertaining to another member state	Apr
MYANMAR	INC000010734066	YNG(PCG)-BKK(PCG) GRE95026602	04/08/2025, 05:42:09 PM	04/11/2025, 06:47:58 PM	0	Down	There was issue on Myanmar counterpart causing reported tunnels to go down. No further actions taken.	Incident caused by network issue pertaining to another member state	Apr
MYANMAR	INC000010741271	YNG(PCG)-BKK(PCG) GRE95026601	04/23/2025, 08:37:44 AM	04/23/2025, 09:13:24 AM	0	Circuit Down	Myanmar side issue. Customer in Myanmar must raise to their ISP	Incident - member state's equipment/network issue..	Apr
MYANMAR	INC000010741272	YNG(PCG)-BKK(PCG) GRE95026602	04/23/2025, 08:37:44 AM	04/23/2025, 09:13:24 AM	0	Circuit Down	Myanmar side issue. Customer in Myanmar must raise to their ISP	Incident - member state's equipment/network issue..	Apr
MYANMAR	INC000010754561	YNG(PCG)-BKK(PCG) GRE95016601	05/17/2025, 01:53:13 AM	05/17/2025, 05:29:53 AM	0	Circuit Down	CE has been rebooted	Incident - member state's equipment/network issue..	May
MYANMAR	INC000010754562	YNG(PCG)-BKK(PCG) GRE95016602	05/17/2025, 01:53:13 AM	05/17/2025, 05:29:53 AM	0	Circuit Down	CE has been rebooted	Incident - member state's equipment/network issue..	May
MYANMAR	INC000010754563	YNG(PCG)-BKK(PCG) GRE95026601	05/17/2025, 01:53:13 AM	05/17/2025, 05:29:53 AM	0	Circuit Down	CE has been rebooted	Incident - member state's equipment/network issue..	May
MYANMAR	INC000010754564	YNG(PCG)-BKK(PCG) GRE95026602	05/17/2025, 01:53:13 AM	05/17/2025, 05:29:53 AM	0	Circuit Down	CE has been rebooted	Incident - member state's equipment/network issue..	May
MYANMAR	INC000010766492	YNG(PCG)-BKK(PCG) GRE95026601	06/07/2025, 06:10:29 PM	06/07/2025, 09:28:44 PM	0	Circuit Down	Myanmar ICAO ISP fault	Incident - member state's equipment/network issue..	Jun
MYANMAR	INC000010766493	YNG(PCG)-BKK(PCG) GRE95026602	06/07/2025, 06:10:29 PM	06/07/2025, 09:28:44 PM	0	Circuit Down	Myanmar ICAO ISP fault	Incident - member state's equipment/network issue..	Jun
MYANMAR	INC000010766494	YNG(PCG) IP009341-IB	06/07/2025, 06:33:35 PM	06/07/2025, 09:30:08 PM	0	Down ops ticket to INC000010766492	Customer ISP fault	Incident - member state's equipment/network issue..	Jun
MYANMAR	INC000010773640	YNG(PCG) IP009341-IB	06/20/2025, 01:37:18 PM	06/20/2025, 07:45:02 PM	0	Proactive Down	BGP went up without intervention. Local loop / Internet is owned by customer. No further responses received.	Incident - member state's equipment/network issue..	Jun
MYANMAR	INC000010773947	YNG(PCG)-BKK(PCG) GRE95026602	06/20/2025, 02:04:35 PM	06/20/2025, 10:22:17 PM	0	Circuit Down	Myanmar ISP fault which is owned by ICAO Myanmar	Incident - member state's equipment/network issue..	Jun
MYANMAR	INC000010773948	YNG(PCG)-BKK(PCG) GRE95026601	06/20/2025, 02:04:35 PM	06/20/2025, 10:22:17 PM	0	Circuit Down	Myanmar ISP fault which is owned by ICAO Myanmar	Incident - member state's equipment/network issue..	Jun
MYANMAR	INC000010774191	YNG(PCG)-BKK(PCG) GRE95026601	06/21/2025, 10:45:13 AM	06/21/2025, 04:11:34 PM	0	Link Down	duet to internet provider at Myanmar	Incident caused by network issue pertaining to another member state	Jun
MYANMAR	INC000010774262	YNG(PCG)-BKK(PCG) GRE95026602	06/21/2025, 10:45:13 AM	06/21/2025, 04:11:34 PM	0	Link Down	duet to internet provider at Myanmar	Incident caused by network issue pertaining to another member state	Jun
MYANMAR	INC000010774264	YNG(PCG) IP009341-IB	06/21/2025, 10:53:31 AM	06/21/2025, 09:04:49 PM	0	Proactive Down	Issue on Customer's internet provider	Incident - member state's equipment/network issue..	Jun
MYANMAR	INC000010787739	YNG(PCG)-BKK(PCG) GRE95016602	07/12/2025, 04:11:14 PM	07/12/2025, 08:46:18 PM	0	DOWN	Power issue with other customer in myanmar	Incident - member state's equipment/network issue..	Jul
MYANMAR	INC000010787740	YNG(PCG)-BKK(PCG) GRE95026601	07/12/2025, 04:11:14 PM	07/12/2025, 08:46:18 PM	0	DOWN	Power issue with other customer in myanmar	Incident - member state's equipment/network issue..	Jul
MYANMAR	INC000010787741	YNG(PCG)-BKK(PCG) GRE95026602	07/12/2025, 04:11:14 PM	07/12/2025, 08:46:18 PM	0	DOWN	Power issue with other customer in myanmar	Incident - member state's equipment/network issue..	Jul
MYANMAR	INC000010787746	YNG(PCG) IP009341-IB	07/12/2025, 04:48:51 PM	07/12/2025, 05:08:43 PM	0	Down Ops ticket to INC000010788033	CPE rebooted, power issue onsite	Incident - member state's equipment/network issue..	Jul
MYANMAR	INC000010788033	YNG(PCG)-BKK(PCG) GRE95016601	07/12/2025, 04:11:14 PM	07/12/2025, 08:46:18 PM	0	DOWN	Power issue with other customer in myanmar	Incident - member state's equipment/network issue..	Jul
MYANMAR	INC000010788035	YNG(PCG) IP009341	07/12/2025, 04:52:12 PM	07/12/2025, 05:10:28 PM	0	Down ops ticket to INC000010788033	CPE Rebooted. Power issue onsite	Incident - member state's equipment/network issue..	Jul
MYANMAR	INC000010822635	YNG(PCG)-BKK(PCG) GRE95016602	09/03/2025, 01:05:18 AM	09/03/2025, 02:32:47 PM	0	Circuit Down	Issue on counterpart - Myanmar site	Incident - member state's equipment/network issue..	Sep
MYANMAR	INC000010822636	YNG(PCG)-BKK(PCG) GRE95026602	09/03/2025, 01:05:18 AM	09/03/2025, 02:32:47 PM	0	Circuit Down	Issue on counterpart - Myanmar site	Incident - member state's equipment/network issue..	Sep
MYANMAR	INC000010822639	YNG(PCG) IP009341-IB	09/03/2025, 01:29:08 AM	09/06/2025, 04:19:39 PM	0	Proactive Down	customer provides the internet	Incident - member state's equipment/network issue..	Sep
MYANMAR	INC000010825727	YNG(PCG)-BKK(PCG) GRE95016601	09/07/2025, 09:12:39 AM	09/07/2025, 09:33:25 AM	0	down	Power issue	Incident - member state's equipment/network issue..	Sep

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MYANMAR	INC000010825728	YNG(PCG)-BKK(PCG) GRE95016602	09/07/2025, 09:12:39 AM	09/07/2025, 09:33:25 AM	0	down	Power issue	Incident - member state's equipment/network issue..	Sep
MYANMAR	INC000010825729	YNG(PCG)-BKK(PCG) GRE95026602	09/07/2025, 09:12:39 AM	09/07/2025, 09:33:25 AM	0	down	Power issue	Incident - member state's equipment/network issue..	Sep
MYANMAR	INC000010825827	YNG(PCG)-BKK(PCG) GRE95026601	09/07/2025, 09:12:39 AM	09/07/2025, 09:33:25 AM	0	down	Power issue	Incident - member state's equipment/network issue..	Sep
MYANMAR	INC000010826037	YNG(PCG)-BKK(PCG) GRE95026601	09/08/2025, 11:28:19 AM	09/08/2025, 05:17:34 PM	0	Circuit Down	Customer site power issue.	Incident - member state's equipment/network issue..	Sep
MYANMAR	INC000010826113	YNG(PCG)-BKK(PCG) GRE95016601	09/08/2025, 11:28:19 AM	09/08/2025, 05:17:34 PM	0	Circuit Down	Customer site power issue.	Incident - member state's equipment/network issue..	Sep
MYANMAR	INC000010826114	YNG(PCG)-BKK(PCG) GRE95016602	09/08/2025, 11:28:19 AM	09/08/2025, 05:17:34 PM	0	Circuit Down	Customer site power issue.	Incident - member state's equipment/network issue..	Sep
MYANMAR	INC000010826115	YNG(PCG)-BKK(PCG) GRE95026602	09/08/2025, 11:28:19 AM	09/08/2025, 05:17:34 PM	0	Circuit Down	Customer site power issue.	Incident - member state's equipment/network issue..	Sep
MYANMAR	INC000010829930	YNG(PCG)-BKK(PCG) GRE95016601	09/14/2025, 04:02:53 PM	09/14/2025, 04:42:35 PM	0	Down	Power issue on site	Incident - member state's equipment/network issue..	Sep
MYANMAR	INC000010829931	YNG(PCG)-BKK(PCG) GRE95016602	09/14/2025, 04:02:53 PM	09/14/2025, 04:42:35 PM	0	Down	Power issue on site	Incident - member state's equipment/network issue..	Sep
MYANMAR	INC000010829932	YNG(PCG)-BKK(PCG) GRE95026601	09/14/2025, 04:02:53 PM	09/14/2025, 04:42:35 PM	0	Down	Power issue on site	Incident - member state's equipment/network issue..	Sep
MYANMAR	INC000010829933	YNG(PCG)-BKK(PCG) GRE95026602	09/14/2025, 04:02:53 PM	09/14/2025, 04:42:35 PM	0	Down	Power issue on site	Incident - member state's equipment/network issue..	Sep
MYANMAR	INC000010830187	YNG(PCG)-BKK(PCG) GRE95026601	09/15/2025, 09:00:10 AM	09/15/2025, 09:05:34 AM	0	Ops ticket for INC000010830094.	Operational Ticket	Incident caused by network issue pertaining to another member state	Sep
MYANMAR	INC000010885949	YNG(PCG)-BKK(PCG) GRE95026601	10/25/2025, 10:31:19 AM	11/07/2025, 03:34:46 PM	0	Link Down [BKK-YGN]	Issue from internet provider at customer	Incident - member state's equipment/network issue..	Oct
MYANMAR	INC000010885950	YNG(PCG)-BKK(PCG) GRE95026602	10/25/2025, 10:31:19 AM	11/07/2025, 03:34:46 PM	0	Link Down [BKK-YGN]	Issue from internet provider at customer	Incident - member state's equipment/network issue..	Oct
MYANMAR	INC000010910805	YNG(PCG)-BKK(PCG) GRE95016601	11/09/2025, 12:18:55 AM	11/09/2025, 01:10:31 AM	0	Circuit Down	Up and stable upon checks.	Incident caused by network issue pertaining to another member state	Nov
MYANMAR	INC000010911155	YNG(PCG)-BKK(PCG) GRE95016602	11/09/2025, 12:18:55 AM	11/09/2025, 01:10:31 AM	0	Circuit Down	Up and stable upon checks.	Incident caused by network issue pertaining to another member state	Nov
MYANMAR	INC000010921408	YNG(PCG)-BKK(PCG) GRE95026601	11/14/2025, 09:20:58 PM	12/03/2025, 10:12:02 PM	0	Circuit Down	Downtime is seen on Myanmar counterpart / customer but no response is received from them.	Incident - member state's equipment/network issue..	Nov
MYANMAR	INC000010921565	YNG(PCG)-BKK(PCG) GRE95026602	11/14/2025, 09:20:58 PM	12/03/2025, 10:12:02 PM	0	Circuit Down	Downtime is seen on Myanmar counterpart / customer but no response is received from them.	Incident - member state's equipment/network issue..	Nov
MYANMAR	INC000010939665	YNG(PCG)-BKK(PCG) GRE95016601	11/25/2025, 01:58:29 PM	11/26/2025, 07:24:25 PM	0	down	The power outage is due to flooding in the southern region of Thailand. Corrective Action (Resolution): Our provider team has used a generator to restore normal operations	Incident - member state's equipment/network issue..	Nov
MYANMAR	INC000010939666	YNG(PCG)-BKK(PCG) GRE95016602	11/25/2025, 01:58:29 PM	11/25/2025, 02:23:00 PM	0	down	Power outage is due to flooding in the southern region of Thailand. Our provider team has used a generator to restore normal operations	Incident - member state's equipment/network issue..	Nov
MYANMAR	INC000010952740	YNG(PCG) IP009341	12/03/2025, 12:26:45 AM	12/04/2025, 03:45:29 AM	1638	Proactive down	The fiber cable Villager excavate for drainagedamaged due to villagers excavating for drainage	Incident	Dec
MYANMAR	INC000010985498	YNG(PCG)-BKK(PCG) GRE95026601	12/22/2025, 01:32:44 PM	12/24/2025, 12:21:01 AM	0	down	Customer internet provider ISSUE	Incident - member state's equipment/network issue..	Dec
MYANMAR	INC000010985499	YNG(PCG)-BKK(PCG) GRE95026602	12/22/2025, 01:32:44 PM	12/24/2025, 12:21:01 AM	0	down	Customer internet provider ISSUE	Incident - member state's equipment/network issue..	Dec
NEPAL	INC000010691402	KTM(MER) IP009125	01/15/2025, 03:51:58 PM	01/17/2025, 07:33:10 PM	0	CRV Link down	Customer ISP made changes on the WAN IP. TAC made adjustments on our side to match customer ISP adjustment.	Incident - member state's equipment/network issue..	Jan
NEPAL	INC000010872182	KTM(MER) IP009125-IB	10/17/2025, 10:06:03 PM	10/17/2025, 10:18:33 PM	0	Proactive Down	up and stable, no action taken	Incident - member state's equipment/network issue..	Oct
NEW ZEALAND	INC000010689606	AUC(TNZ)-BNE(PCG) GRE64016101	01/12/2025, 01:01:05 AM	01/12/2025, 01:24:16 AM	0	New Zealand is unable to contact Brisbane	No fault found	Incident w/o service impact	Jan
NEW ZEALAND	INC000010719435	AUC(TNZ) IP007482	03/13/2025, 05:28:32 AM	03/13/2025, 08:48:31 AM	0	Proactive Down	CPE lost of power	Incident - member state's equipment/network issue..	Mar

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NEW ZEALAND	INC000010728781	AUC(TNZ) IP007482	03/30/2025, 12:46:09 AM	05/18/2025, 09:24:23 PM	0	Circuit Down	his was already reverted to the Primary Link after realignment of the antenna.	Incident caused by network issue pertaining to another member state	Mar
NEW ZEALAND	INC000010739717	CHC(TNZ) IP007483	04/18/2025, 10:13:27 PM	04/18/2025, 10:45:59 PM	0	Packetloss	Drops are not on this circuit/site.	Incident w/o service impact	Apr
NEW ZEALAND	INC000010806845	AUC(TNZ) IP007482	08/11/2025, 09:26:00 AM	08/11/2025, 10:00:55 AM	0	Packet Loss	no fault found	Incident w/o service impact	Aug
PAKISTAN	INC000010716620	KHI(PCG) IP009186-IRA	03/07/2025, 11:54:54 AM	03/07/2025, 12:02:35 PM	0	Proactive down	Customer need to check with their LLP	Incident - member state's equipment/network issue..	Mar
PAKISTAN	INC000010727865	KHI(PCG) IP009186-IRA	03/28/2025, 11:37:24 AM	03/28/2025, 12:04:12 PM	0	ITNM Proactive Down	Right when test	Incident w/o service impact	Mar
PAKISTAN	INC000010733492	KHI(PCG) IP009186-IRA	04/08/2025, 12:17:04 PM	04/08/2025, 12:47:54 PM	0	ITNM Proactive Down	No actions taken from PCCW	Incident w/o service impact	Apr
PAKISTAN	INC000010779358	KHI(PCG) IP009186-IRA	06/28/2025, 03:00:29 PM	06/28/2025, 03:12:45 PM	0	ITNM Proactive Down	Internet service is arranged by customer. No further response received.	Incident - member state's equipment/network issue..	Jun
PAKISTAN	INC000010782596	KHI(PCG) IP009186-IRA	07/05/2025, 01:26:37 PM	07/22/2025, 08:52:55 PM	0	Proactive Circuit Flapping	Possible customer LLP issue.	Incident - member state's equipment/network issue..	Jul
PAKISTAN	INC000010795960	KHI(PCG) IP009186-IRA	07/24/2025, 03:44:48 PM	07/24/2025, 04:10:38 PM	0	Proactive Down	Raised to customer to check with their local internet provider.	Incident - member state's equipment/network issue..	Jul
PAKISTAN	INC000010802322	KHI(PCG) IP009186-IRA	08/01/2025, 03:39:02 PM	08/01/2025, 03:51:33 PM	0	Proactive Down	-customer to check with their llp -Customer Internet Circuit ID: 99242033khi (arranged by customer)	Incident - member state's equipment/network issue..	Aug
PAKISTAN	INC000010812133	KHI(PCG) IP009186-IRA	08/20/2025, 03:21:06 AM	08/29/2025, 10:36:19 PM	0	ITNM Proactive Down	Seems issue on customer's Internet provider. No further response received.	Incident - member state's equipment/network issue..	Aug
PAKISTAN	INC000010826172	KHI(PCG) IP009186-IRA	09/08/2025, 04:04:10 PM	09/26/2025, 09:01:14 PM	0	Proactive Down	Customer owned ISP. No issue on PCCWG side.	Incident - member state's equipment/network issue..	Sep
PAKISTAN	INC000010977086	KHI(PCG) IP009186-IRA	12/17/2025, 03:36:09 AM	01/07/2026, 08:30:24 PM	0	Proactive Flapping	BGP is up now. Internet segment is owned by the customer.	Incident - member state's equipment/network issue..	Dec
Papua New Guinea	INC000010701929	POM(PCG) IP008450	02/07/2025, 09:17:50 AM	02/19/2025, 08:47:29 PM	0	unable to reach UJUNG	No actions taken. No further response from customer.	Incident w/o service impact	Feb
Papua New Guinea	INC000010701962	POM(PCG) IP008449	02/07/2025, 09:17:50 AM	02/19/2025, 08:47:29 PM	0	unable to reach UJUNG	No actions taken. No further response from customer.	Incident w/o service impact	Feb
Papua New Guinea	INC000010705924	POM(PCG) IP008449	02/14/2025, 07:03:31 AM	02/16/2025, 08:43:55 PM	0	Circuit Outage	No issue was observed	Incident w/o service impact	Feb
Papua New Guinea	INC000010706898	POM(PCG) IP008449	02/17/2025, 01:14:16 PM	02/21/2025, 10:37:33 PM	0	High Latency and Packet losses	unable to locate the issue	Incident w/o service impact	Feb
Papua New Guinea	INC000010709167	POM(PCG) IP008450	02/19/2025, 11:59:28 PM	03/06/2025, 07:38:10 PM	0	High Latency	Customer confirmed to close case. Refer to INC000010706898.	Incident w/o service impact	Feb
Papua New Guinea	INC000010732034	POM(PCG) IP008450	04/04/2025, 11:37:40 AM	04/04/2025, 11:53:25 AM	0	RFO Request	Request completed	Incident w/o service impact	Apr
Papua New Guinea	INC000010733388	POM(PCG)-BNE(PCG) GRE67516101	04/08/2025, 09:21:51 AM	04/08/2025, 11:00:01 PM	0	BNE CRV Voice Gateway Intermittent	The issue was identified as a customer equipment switchover problem during an IOS upgrade of MW	Incident - member state's equipment/network issue..	Apr
Papua New Guinea	INC000010733469	POM(PCG)-BNE(PCG) GRE67526101	04/08/2025, 09:21:51 AM	04/08/2025, 11:00:01 PM	0	BNE CRV Voice Gateway Intermittent	The issue was identified as a customer equipment switchover problem during an IOS upgrade of MW	Incident - member state's equipment/network issue..	Apr
Papua New Guinea	INC000010734311	POM(PCG)-BNE(PCG) GRE67516101	04/09/2025, 11:49:33 AM	04/13/2025, 12:40:22 PM	0	DOWN	support team confirmed that the interface GigabitEthernet0/0/1 (10.32.0.1) was down, and it appeared to be an issue on the customer's LAN side.	Incident - member state's equipment/network issue..	Apr
Papua New Guinea	INC000010734353	POM(PCG)-BNE(PCG) GRE67526101	04/09/2025, 11:49:33 AM	04/13/2025, 12:40:22 PM	0	DOWN	support team confirmed that the interface GigabitEthernet0/0/1 (10.32.0.1) was down, and it appeared to be an issue on the customer's LAN side.	Incident - member state's equipment/network issue..	Apr
Papua New Guinea	INC000010747195	POM(PCG)-OAK(PCG) GRE6751100	05/05/2025, 07:26:59 AM	05/05/2025, 03:01:34 PM	0	Oakland CRV Calls note working both ways.	fault has gone automatically	Incident w/o service impact	May
Papua New Guinea	INC000010747247	POM(PCG)-OAK(PCG) GRE6751100	05/05/2025, 07:26:59 AM	05/05/2025, 03:01:34 PM	0	Oakland CRV Calls note working both ways.	fault has gone automatically	Incident w/o service impact	May
Papua New Guinea	INC000010747340	POM(PCG) IP008449	05/06/2025, 12:35:55 AM	05/06/2025, 01:43:29 AM	0	Circuit Down	No fault found	Incident w/o service impact	May
Papua New Guinea	INC000010747392	POM(PCG) IP008450	05/06/2025, 12:35:55 AM	05/06/2025, 01:43:29 AM	0	Circuit Down	No fault found	Incident w/o service impact	May
Papua New Guinea	INC000010749285	POM(PCG) IP008449	05/08/2025, 10:37:30 PM	05/09/2025, 06:13:38 AM	0	Calls not working both ways	no action taken	Incident w/o service impact	May
Papua New Guinea	INC000010749286	POM(PCG)-OAK(PCG) GRE6751100	05/08/2025, 10:37:30 PM	05/09/2025, 06:13:38 AM	0	Calls not working both ways	no action taken	Incident w/o service impact	May
Papua New Guinea	INC000010749287	POM(PCG)-OAK(PCG) GRE6751100	05/08/2025, 10:37:30 PM	05/09/2025, 06:13:38 AM	0	Calls not working both ways	no action taken	Incident w/o service impact	May

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PCCW Global | consoleconnect

Administration	Incident Number	Circuit ID	Reported Date	Last Resolved Date	MTTR (mins)	Summary	Fault Cause Detail	Ticket Type	mmm
Papua New Guinea	INC000010781511	POM(PCG) IP008449	07/04/2025, 07:09:44 AM	08/11/2025, 11:42:54 PM	0	RQ for RFO - 03 July/15:02:21 ~ 15:09:51 UTC	Request completed.	Incident w/o service impact	Jul
Papua New Guinea	INC000010806964	POM(PCG) IP008450	08/11/2025, 11:43:57 AM	08/18/2025, 10:24:33 AM	0	High Latency	no fault found	Incident w/o service impact	Aug
Papua New Guinea	INC000010821623	ICA026.0001.SA.01	09/01/2025, 01:13:51 PM	09/03/2025, 06:36:45 AM	0	ICA026-137212-SAV [ICAO PNG] Antenna Maintenance	Antenna Maintenance	Incident w/o service impact	Sep
Papua New Guinea	INC000010826537	POM(PCG)-MEL(PCG) GRE675161020	09/09/2025, 10:39:44 AM	09/09/2025, 12:02:31 PM	0	Circuit Down	Service is up and online upon checks.	Incident w/o service impact	Sep
Papua New Guinea	INC000010826538	POM(PCG)-MEL(PCG) GRE675261020	09/09/2025, 10:39:44 AM	09/09/2025, 12:02:31 PM	0	Circuit Down	Service is up and online upon checks.	Incident w/o service impact	Sep
Papua New Guinea	INC000010828240	POM(PCG) IP008450	09/11/2025, 11:34:53 AM	09/12/2025, 06:36:29 AM	0	the VSAT link is currently intermittent.	L1 issue	Incident - member state's equipment/network issue..	Sep
Papua New Guinea	INC000010835383	POM(PCG) IP008450	09/24/2025, 06:44:02 AM	09/24/2025, 04:45:43 PM	601	Offline	Issue caused by antenna moved during typhoon. Service resumed after antenna realignment.	Incident	Sep
Papua New Guinea	INC000010836231	POM(PCG) IP008450	09/26/2025, 07:14:13 AM	09/27/2025, 01:28:39 AM	0	Circuit Down	No issue from our side. Tunnel line state evaluation down - no output interface	Incident w/o service impact	Sep
Papua New Guinea	INC000010862522	POM(PCG) IP008450	10/12/2025, 10:15:58 PM	10/12/2025, 11:49:26 PM	0	Ujung CRV lines Via offline Via Terrestrial and VSTA	No fault found	Incident w/o service impact	Oct
Papua New Guinea	INC000010862593	POM(PCG) IP008449	10/12/2025, 10:15:58 PM	10/12/2025, 11:49:26 PM	0	Ujung CRV lines Via offline Via Terrestrial and VSTA	No fault found	Incident w/o service impact	Oct
Papua New Guinea	INC000010914838	POM(PCG) IP008450	11/11/2025, 04:55:34 PM	11/11/2025, 05:56:42 PM	0	VSAT OFFLINE	Pending actions with INC000010915008. Customer advised to close the ticket	Incident - member state's equipment/network issue..	Nov
Papua New Guinea	INC000010914839	POM(PCG) IP008449	11/11/2025, 04:55:34 PM	11/11/2025, 05:56:42 PM	0	VSAT OFFLINE	Pending actions with INC000010915008. Customer advised to close the ticket	Incident - member state's equipment/network issue..	Nov
PHILIPPINES	INC000010700445	PAY(PCG) IP007263	02/04/2025, 01:33:42 PM	02/04/2025, 02:54:34 PM	0	HO CHI MINH CRV 1 & 2 Cutting Out	Customer advised resolution	Incident - member state's equipment/network issue..	Feb
PHILIPPINES	INC000010724229	PAY(PCG) IP007264	03/20/2025, 10:38:48 PM	03/21/2025, 02:53:06 AM	0	High Latency	No fault found	Incident w/o service impact	Mar
PHILIPPINES	INC000010728246	PAY(PCG) IP007263	03/29/2025, 10:33:43 AM	03/29/2025, 10:36:20 AM	0	Circuit went Down	downtime at PoP site in RCBC due to high temperature affecting our equipment.	Incident - member state's equipment/network issue..	Mar
PHILIPPINES	INC000010729670	PAY(PCG) IP007263-MRP	04/01/2025, 05:28:45 AM	04/01/2025, 10:39:00 PM	0	Down	Due to unexpected routing issue during a failover event of CRVMNL.	Incident caused by network issue pertaining to another member state	Apr
PHILIPPINES	INC000010729770	PAY(PCG) IP007264	04/01/2025, 09:22:52 AM	05/19/2025, 01:27:44 AM	0	HKG CRV2 data down	unexpected routing issue	Incident caused by network issue pertaining to another member state	Apr
PHILIPPINES	INC000010731283	PAY(PCG) IP007263	04/03/2025, 01:23:04 PM	04/25/2025, 10:40:05 PM	0	VOICE ISSUE	Customer fault. Card issue and was replaced	Incident - member state's equipment/network issue..	Apr
PHILIPPINES	INC000010742619	PAY(PCG) IP007264	04/25/2025, 11:54:52 AM	04/25/2025, 03:10:53 PM	0	TPE CRV Intermittency	realted to INC000010731283	Incident w/o service impact	Apr
PHILIPPINES	INC000010795646	PAY(PCG) IP007263	07/24/2025, 10:49:32 AM	07/24/2025, 12:52:39 PM	0	Circuit Down	No issue found	Incident w/o service impact	Jul
PHILIPPINES	INC000010795867	PAY(PCG) IP007263	07/24/2025, 12:41:06 PM	07/24/2025, 04:30:35 PM	0	Voice issue	Tac bounce both dial-peers on the MRS.	Incident - member state's equipment/network issue..	Jul
PHILIPPINES	INC000010809761	PAY(PCG) IP007264	08/15/2025, 11:03:29 AM	08/15/2025, 04:25:00 PM	321	Proactive Down	Link went down due to partial fiber cut. AT: Link went up after transferring to verified spare fiber.	Incident	Aug
PHILIPPINES	INC000010841817	PAY(PCG) IP007264	09/30/2025, 06:48:07 AM	09/30/2025, 11:03:54 PM	148	Proactive Down	Reason of Outage: FOC Cut along Brgy. Tambo, Paranaque due to attempted theft and vandalism. Corrective Action (Resolution): Link went up after replacing and resplicing damaged fiber segments.	Incident	Sep
PHILIPPINES	INC000010886730	PAY(PCG) IP007264	10/26/2025, 10:35:07 PM	10/26/2025, 10:44:04 PM	8	Proactive DOWN	Flapping caused by an automatic switchover of traffic due to a fiber cut along Alabang-Zapote Road.	Incident	Oct
PHILIPPINES	INC000010969038	PAY(PCG) IP007264	12/12/2025, 01:15:47 PM	12/12/2025, 02:26:36 PM	70	Proactive Down	RAdius uplink went down	Incident	Dec
SINGAPORE	INC000010688246	SNG(PCG) IP009273-IRA-SWIM	01/09/2025, 05:30:25 PM	01/10/2025, 01:47:02 PM	0	Proactive Down	itâ€™ll be down for at least a month due to office move and renovation works occurring at our site.	Incident - member state's equipment/network issue..	Jan
SINGAPORE	INC000010693551	SNG(PCG) IP007871	01/17/2025, 11:17:25 PM	01/23/2025, 10:00:04 AM	0	Proactive Down	Fiber cut customer side	Incident - member state's equipment/network issue..	Jan
SINGAPORE	INC000010695727	SNG(PCG) IP007871	01/23/2025, 03:52:39 PM	02/18/2025, 04:37:52 PM	0	Down	Downtime due to construction work on customer's premise.	Incident - member state's equipment/network issue..	Jan
SINGAPORE	INC000010751934	SNG(PCG) IP009273-IRA-SWIM	05/13/2025, 03:32:56 PM	05/22/2025, 09:38:47 PM	0	Proactive Down	Customer is not using the service anymore	Incident - member state's equipment/network issue..	May

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SINGAPORE	INC000010759440	SNG(PCG) IP007870	05/25/2025, 01:47:30 AM	05/25/2025, 02:27:54 AM	0	Circuit Down	Affected by partner maintenance	Incident caused by network issue pertaining to another member state	May
SINGAPORE	INC000010767879	SNG(PCG) IP007868	06/11/2025, 09:19:01 AM	06/11/2025, 12:49:56 PM	0	link down	Issue was impacted of a PCCWG maintenance INC000010767765	Incident w/o service impact	Jun
SINGAPORE	INC000010768570	SNG(PCG) IP007868	06/12/2025, 09:30:02 AM	06/12/2025, 11:55:52 AM	0	Circuit Down	System problem encountered at Mumbai end.	Incident - member state's equipment/network issue..	Jun
SINGAPORE	INC000010771309	SNG(PCG) IP007871	06/17/2025, 01:12:25 PM	06/17/2025, 02:40:48 PM	0	Proactive Down	issues were caused by the power maintenance activities at SAA	Incident - member state's equipment/network issue..	Jun
SINGAPORE	INC000010771416	SNG(PCG) IP007868	06/17/2025, 03:24:08 PM	06/18/2025, 04:07:59 PM	0	CRV DOWN	power maintenance activities at SAA	Incident - member state's equipment/network issue..	Jun
SINGAPORE	INC000010771418	SNG(PCG) IP007869	06/17/2025, 03:24:08 PM	06/18/2025, 04:07:59 PM	0	CRV DOWN	power maintenance activities at SAA	Incident - member state's equipment/network issue..	Jun
SINGAPORE	INC000010772083	SNG(PCG) IP007870	06/18/2025, 11:00:39 AM	06/18/2025, 09:32:34 PM	0	Proactive Down	Power outage on-site	Incident - member state's equipment/network issue..	Jun
SINGAPORE	INC000010775082	SNG(PCG) IP009273-IRA-MRP-SWIM	06/23/2025, 04:19:12 PM	07/14/2025, 07:10:26 PM	0	Proactive Down	Internet circuit provided by customer. No response from customer.	Incident - member state's equipment/network issue..	Jun
SINGAPORE	INC000010807398	SNG(PCG) IP007868	08/11/2025, 11:13:38 PM	08/12/2025, 12:32:26 AM	0	RFO Indonesia Upp Natuna 6p line very soft 1158 â€“ 1207UTC.	NO outage found. Request attended.	Incident w/o service impact	Aug
SINGAPORE	INC000010810338	SNG(PCG) IP007868-MRP	08/17/2025, 01:04:25 PM	08/17/2025, 01:25:25 PM	0	Inaccessible		Incident w/o service impact	Aug
SINGAPORE	INC000010848938	SNG(PCG) IP007868	10/04/2025, 05:06:26 PM	10/04/2025, 08:00:20 PM	0	Down	Link down at distribution port at Indonesia Site	Incident caused by network issue pertaining to another member state	Oct
SINGAPORE	INC000010853888	SNG(PCG) IP007868	10/07/2025, 11:40:44 AM	11/06/2025, 10:05:59 AM	0	CRV down	Customer is checking on their end. Can proceed to close ticket on our end	Incident - member state's equipment/network issue..	Oct
SINGAPORE	INC000010865062	SNG(PCG) IP007868	10/13/2025, 09:18:57 PM	10/14/2025, 11:50:00 PM	1591	Inaccessible	The switch in Singapore experienced repeated overheating and unexpected reloads due to a faulty fan tray assembly. The fan tray has been replaced.	Incident	Oct
SINGAPORE	INC000010941632	SNG(PCG) IP007868	11/26/2025, 08:21:45 PM	01/05/2026, 08:44:22 PM	0	Down	No fault found	Incident w/o service impact	Nov
SINGAPORE	INC000010966044	SNG(PCG) IP007868	12/10/2025, 06:06:27 PM	01/05/2026, 08:52:02 PM	0	Voice link Down	No fault found	Incident w/o service impact	Dec
SINGAPORE	INC000010988379	SNG(PCG) IP007868	12/24/2025, 12:14:03 PM	12/24/2025, 12:58:02 PM	0	CRV GRE Tunnel Latency	No asymmetric issues	Incident w/o service impact	Dec
SRI LANKA	INC000010941608	CMB(PCG) IP009330-IRA	11/26/2025, 05:54:41 PM	02/06/2026, 06:45:54 PM	59	Down	Reason For Outage (cause of outage): Intermittent hardware instability (PLIM driver errors) on the PCCW Global Singapore Gateway router.	Incident	Nov
TAIWAN	INC000010740032	TAY(PCG) IP007416	04/20/2025, 09:25:50 PM	04/25/2025, 10:39:11 PM	0	please help to solve problem IP007416	Manila ICAO card issue. Customer in Manila site fixed the issue	Incident - member state's equipment/network issue..	Apr
TAIWAN	INC000010827300	TAY(PCG) IP007416	09/10/2025, 08:54:06 AM	09/10/2025, 01:38:41 PM	0	Netcool Alarm Packet loss	congestion on EP6644	Incident w/o service impact	Sep
TAIWAN	INC000010836182	TAY(PCG) IP007416	09/25/2025, 08:39:05 PM	09/25/2025, 11:30:12 PM	0	Taipei cannot ping Japan	Circuit fault from customer side having issues reaching Japan	Incident w/o service impact	Sep
TAIWAN	INC000010836278	TAY(PCG) IP007415	09/25/2025, 08:39:05 PM	09/25/2025, 11:30:12 PM	0	Taipei cannot ping Japan	Circuit fault from customer side having issues reaching Japan	Incident w/o service impact	Sep
TAIWAN	INC000010929173	TAY(PCG) IP007415	11/19/2025, 03:30:08 PM	12/18/2025, 11:12:09 AM	0	service down	Request completed	Incident w/o service impact	Nov
THAILAND	INC000010692167	BKK(PCG)-PBH(TAT) GRE66019751	01/16/2025, 03:42:49 PM	01/16/2025, 05:40:32 PM	0	Proactive Down	Possible customer device power issue.	Incident - member state's equipment/network issue..	Jan
THAILAND	INC000010692168	BKK(PCG)-PBH(TAT) GRE66029751	01/16/2025, 03:42:49 PM	01/16/2025, 05:40:32 PM	0	Proactive Down	Possible customer device power issue.	Incident - member state's equipment/network issue..	Jan
THAILAND	INC000010693092	BKK(PCG) IP008896	01/17/2025, 02:30:25 PM	01/17/2025, 09:09:31 PM	399	Circuit Down	-Fiber problem far from PORTOR_SUANPLU#2 site, about 380 meters. This is resolved by laying fiber and re-splicing.	Incident	Jan
THAILAND	INC000010693151	BKK(PCG)-SNG(PCG) GRE66016504	01/17/2025, 02:29:01 PM	01/23/2025, 05:49:19 AM	0	Circuit Down	Downtime due to construction work on customer's premise in Singapore.	Incident - member state's equipment/network issue..	Jan
THAILAND	INC000010693231	BKK(PCG)-SNG(PCG) GRE66026504	01/17/2025, 10:08:59 PM	01/29/2025, 07:32:38 PM	0	Circuit Down	Down due to fiber cut caused by construction works at SAA (Singapore local customer).	Incident - member state's equipment/network issue..	Jan
THAILAND	INC000010693232	BKK(PCG)-SNG(PCG) GRE66016504	01/17/2025, 10:08:59 PM	01/29/2025, 07:32:38 PM	0	Circuit Down	Down due to fiber cut caused by construction works at SAA (Singapore local customer).	Incident - member state's equipment/network issue..	Jan
THAILAND	INC000010695617	BKK(PCG)-HKG(PCG) GRE66018521	01/23/2025, 12:48:23 PM	01/23/2025, 01:22:42 PM	0	Circuit Down	up upon checking, no fault found	Incident caused by network issue pertaining to another member state	Jan

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Administration	Incident Number	Circuit ID	Reported Date	Last Resolved Date	MTTR (mins)	Summary	Fault Cause Detail	Ticket Type	mmm
THAILAND	INC000010695619	BKK(PCG)-HKG(PCG) GRE66018522	01/23/2025, 12:48:23 PM	01/23/2025, 01:22:42 PM	0	Circuit Down	up upon checking, no fault found	Incident caused by network issue pertaining to another member state	Jan
THAILAND	INC000010695620	BKK(PCG) IP008896	01/23/2025, 12:48:23 PM	01/23/2025, 01:22:42 PM	0	Circuit Down	up upon checking, no fault found	Incident w/o service impact	Jan
THAILAND	INC000010695621	BKK(PCG)-HKG(PCG) GRE66028521	01/23/2025, 12:48:23 PM	01/23/2025, 01:22:42 PM	0	Circuit Down	up upon checking, no fault found	Incident caused by network issue pertaining to another member state	Jan
THAILAND	INC000010695682	BKK(PCG) IP008895	01/23/2025, 12:48:23 PM	01/23/2025, 01:22:42 PM	0	Circuit Down	up upon checking, no fault found	Incident w/o service impact	Jan
THAILAND	INC000010695683	BKK(PCG)-HKG(PCG) GRE66028522	01/23/2025, 12:48:23 PM	01/23/2025, 01:22:42 PM	0	Circuit Down	up upon checking, no fault found	Incident caused by network issue pertaining to another member state	Jan
THAILAND	INC000010696788	BKK(PCG)-MMB(TAT) GRE66019102	01/25/2025, 08:44:03 PM	01/27/2025, 06:17:07 AM	0	Circuit Down	Service is up upon checks. No issue in this site. Downtime is on another customer site.	Incident caused by network issue pertaining to another member state	Jan
THAILAND	INC000010696789	BKK(PCG)-MMB(TAT) GRE66029102	01/25/2025, 08:44:03 PM	01/27/2025, 06:17:07 AM	0	Circuit Down	Service is up upon checks. No issue in this site. Downtime is on another customer site.	Incident caused by network issue pertaining to another member state	Jan
THAILAND	INC000010702041	BKK(PCG)-PBH(TAT) GRE66019751	02/07/2025, 05:16:08 PM	02/07/2025, 05:20:04 PM	0	Circuit Down	Power issue at Bhutan Site.	Incident - member state's equipment/network issue..	Feb
THAILAND	INC000010702042	BKK(PCG)-PBH(TAT) GRE66029751	02/07/2025, 05:16:08 PM	02/07/2025, 05:20:04 PM	0	Circuit Down	Power issue at Bhutan Site.	Incident - member state's equipment/network issue..	Feb
THAILAND	INC000010711599	BKK(PCG)-PBH(TAT) GRE66019751	02/25/2025, 05:05:15 PM	03/18/2025, 04:38:14 PM	0	Circuit Down	Tunnel went down due to Bhutan site downtime.	Incident caused by network issue pertaining to another member state	Feb
THAILAND	INC000010711602	BKK(PCG)-PBH(TAT) GRE66029751	02/25/2025, 05:05:15 PM	03/18/2025, 04:38:14 PM	0	Circuit Down	Tunnel went down due to Bhutan site downtime.	Incident caused by network issue pertaining to another member state	Feb
THAILAND	INC000010711635	BKK(PCG) IP009279-IRA-SWIM	02/25/2025, 08:32:21 PM	03/03/2025, 01:55:02 PM	0	Proactive Down	No customer response	Incident - member state's equipment/network issue..	Feb
THAILAND	INC000010714997	BKK(PCG)-PBH(TAT) GRE66019751	03/04/2025, 04:49:28 PM	03/04/2025, 05:14:22 PM	0	Circuit Down	The link was affected due to the fiber cut in the provider's last-mile network at Jaigoan during the mentioned time. TATA (Bhutan side).	Incident caused by network issue pertaining to another member state	Mar
THAILAND	INC000010715161	BKK(PCG)-PBH(TAT) GRE66029751	03/04/2025, 04:49:28 PM	03/04/2025, 05:14:22 PM	0	Circuit Down	The link was affected due to the fiber cut in the provider's last-mile network at Jaigoan during the mentioned time. (TATA - Bhutan side)	Incident caused by network issue pertaining to another member state	Mar
THAILAND	INC000010717541	BKK(PCG)-PBH(TAT) GRE66019751	03/10/2025, 01:59:07 AM	03/21/2025, 07:08:53 PM	0	Circuit Down	There was a flap on Bhutan side of circuit but untraced.	Incident caused by network issue pertaining to another member state	Mar
THAILAND	INC000010717542	BKK(PCG)-PBH(TAT) GRE66029751	03/10/2025, 01:59:07 AM	03/21/2025, 07:08:53 PM	0	Circuit Down	There was a flap on Bhutan side of circuit but untraced.	Incident caused by network issue pertaining to another member state	Mar
THAILAND	INC000010718855	BKK(PCG)-PBH(TAT) GRE66019751	03/12/2025, 09:39:30 AM	03/21/2025, 06:54:01 PM	0	unstable	There were no alarms observed when the provider verified the circuit and no further action could be taken by the provider team. Verification on the provider's historical log did not indicate any issue either.	Incident caused by network issue pertaining to another member state	Mar
THAILAND	INC000010718856	BKK(PCG)-PBH(TAT) GRE66029751	03/12/2025, 09:39:30 AM	03/21/2025, 06:54:01 PM	0	unstable	There were no alarms observed when the provider verified the circuit and no further action could be taken by the provider team. Verification on the provider's historical log did not indicate any issue either.	Incident caused by network issue pertaining to another member state	Mar
THAILAND	INC000010721410	BKK(PCG)-PBH(TAT) GRE66019751	03/16/2025, 06:58:48 PM	03/16/2025, 07:25:52 PM	0	Down	No fault found	Incident w/o service impact	Mar
THAILAND	INC000010721489	BKK(PCG)-PBH(TAT) GRE66029751	03/16/2025, 06:58:48 PM	03/16/2025, 07:25:52 PM	0	Down	No fault found	Incident w/o service impact	Mar
THAILAND	INC000010722295	BKK(PCG)-MMB(TAT) GRE66019102	03/18/2025, 05:42:05 AM	03/19/2025, 03:18:12 PM	0	Circuit Down	Counterpart in India suffered a fiber outage which caused the downtime on this tunnel.	Incident - member state's equipment/network issue..	Mar
THAILAND	INC000010722296	BKK(PCG)-MMB(TAT) GRE66029102	03/18/2025, 05:42:05 AM	03/19/2025, 03:18:12 PM	0	Circuit Down	Counterpart in India suffered a fiber outage which caused the downtime on this tunnel.	Incident - member state's equipment/network issue..	Mar
THAILAND	INC000010724575	BKK(PCG)-MMB(TAT) GRE66029102	03/21/2025, 03:45:56 PM	03/21/2025, 04:17:17 PM	0	Circuit Down	No further feedback ticket is parked for almost 1 month.	Incident caused by network issue pertaining to another member state	Mar
THAILAND	INC000010724660	BKK(PCG)-MMB(TAT) GRE66019102	03/21/2025, 03:45:56 PM	03/21/2025, 04:17:17 PM	0	Circuit Down	No further feedback ticket is parked for almost 1 month.	Incident caused by network issue pertaining to another member state	Mar

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THAILAND	INC000010728894	BKK(PCG)-PBH(TAT) GRE66019751	03/31/2025, 07:58:47 AM	03/31/2025, 09:29:40 AM	0	Circuit Down	Bhutan side issue	Incident caused by network issue pertaining to another member state	Mar
THAILAND	INC000010728974	BKK(PCG)-PBH(TAT) GRE66029751	03/31/2025, 07:58:47 AM	03/31/2025, 09:29:40 AM	0	Circuit Down	Bhutan side issue	Incident caused by network issue pertaining to another member state	Mar
THAILAND	INC000010729835	BKK(PCG)-PBH(TAT) GRE66029751	04/01/2025, 04:17:28 PM	04/01/2025, 10:23:33 PM	0	Circuit Down	Bhutan side issue	Incident - member state's equipment/network issue..	Apr
THAILAND	INC000010729957	BKK(PCG)-PBH(TAT) GRE66019751	04/01/2025, 04:17:28 PM	04/01/2025, 10:23:33 PM	0	Circuit Down	Bhutan side issue	Incident - member state's equipment/network issue..	Apr
THAILAND	INC000010732766	BKK(PCG) IP008895	04/07/2025, 02:26:55 PM	04/07/2025, 08:32:26 PM	0	Circuit Down	Affected by an announce maintenance activity	Incident w/o service impact	Apr
THAILAND	INC000010733873	BKK(PCG)-PBH(TAT) GRE66029751	04/08/2025, 03:49:30 PM	04/08/2025, 04:11:07 PM	0	circuit Down	Unable to trace outage no RFO provided to cx	Incident caused by network issue pertaining to another member state	Apr
THAILAND	INC000010733874	BKK(PCG)-PBH(TAT) GRE66019751	04/08/2025, 03:49:30 PM	04/08/2025, 04:11:07 PM	0	circuit Down	Unable to trace outage no RFO provided to cx	Incident caused by network issue pertaining to another member state	Apr
THAILAND	INC000010737413	BKK(PCG)-PBH(TAT) GRE66019751	04/15/2025, 06:58:17 PM	04/15/2025, 06:59:52 PM	0	Circuit Down	The link was affected due to the cabling issue in the provider's network at Woochu and restored after replacement of faulty cable.	Incident caused by network issue pertaining to another member state	Apr
THAILAND	INC000010737414	BKK(PCG)-PBH(TAT) GRE66029751	04/15/2025, 06:58:17 PM	04/15/2025, 06:59:52 PM	0	Circuit Down	The link was affected due to the cabling issue in the provider's network at Woochu and restored after replacement of faulty cable.	Incident caused by network issue pertaining to another member state	Apr
THAILAND	INC000010739685	BKK(PCG)-PBH(TAT) GRE66019751	04/18/2025, 04:44:43 PM	04/18/2025, 06:14:40 PM	0	Circuit Down	The link was affected due to the cabling issue in the provider's network at Woochu during the mentioned time. The link came up after the provider's field team replaced the faulty cable.	Incident caused by network issue pertaining to another member state	Apr
THAILAND	INC000010739686	BKK(PCG)-PBH(TAT) GRE66029751	04/18/2025, 04:44:43 PM	04/18/2025, 06:14:40 PM	0	Circuit Down	The link was affected due to the cabling issue in the provider's network at Woochu during the mentioned time. The link came up after the provider's field team replaced the faulty cable.	Incident caused by network issue pertaining to another member state	Apr
THAILAND	INC000010739953	BKK(PCG)-PBH(TAT) GRE66019751	04/19/2025, 11:31:25 AM	04/19/2025, 03:43:40 PM	0	down	Link affected on a cabling issue in the provider's network at Woochu and restored after replacement of faulty cable.	Incident caused by network issue pertaining to another member state	Apr
THAILAND	INC000010740061	BKK(PCG)-PBH(TAT) GRE66029751	04/19/2025, 11:41:34 AM	04/19/2025, 01:31:24 PM	0	down	Local loop line issue	Incident caused by network issue pertaining to another member state	Apr
THAILAND	INC000010741830	BKK(PCG) IP008895	04/24/2025, 02:22:13 PM	04/30/2025, 01:27:00 PM	0	High Latency	Latency is optimized by local provider of customer on TT INC000010742289	Incident - member state's equipment/network issue..	Apr
THAILAND	INC000010744376	BKK(PCG)-HKG(PCG) GRE66018521	04/29/2025, 12:29:33 PM	04/29/2025, 02:03:25 PM	0	Ops ticket for INC000010744282	Related to INC000010744376	Incident caused by network issue pertaining to another member state	Apr
THAILAND	INC000010746720	BKK(PCG)-MMB(TAT) GRE66029101	05/03/2025, 01:36:17 PM	05/03/2025, 06:28:23 PM	0	circuit down	Last mile Fiber cut	Incident caused by network issue pertaining to another member state	May
THAILAND	INC000010746864	BKK(PCG)-MMB(TAT) GRE66019101	05/03/2025, 01:36:17 PM	05/03/2025, 06:28:23 PM	0	circuit down	Last mile Fiber cut	Incident caused by network issue pertaining to another member state	May
THAILAND	INC000010748246	BKK(PCG)-MMB(TAT) GRE66019102	05/07/2025, 08:02:04 PM	05/09/2025, 10:44:40 PM	0	Circuit Down	Mumbai ICAO's internet provider fault	Incident - member state's equipment/network issue..	May
THAILAND	INC000010748547	BKK(PCG)-MMB(TAT) GRE66029102	05/07/2025, 08:02:04 PM	05/09/2025, 10:44:40 PM	0	Circuit Down	Mumbai ICAO's internet provider fault	Incident - member state's equipment/network issue..	May
THAILAND	INC000010750764	BKK(PCG) IP008895	05/12/2025, 09:01:06 AM	05/12/2025, 05:12:47 PM	348	Circuit Down	Fiber cut	Incident	May
THAILAND	INC000010766629	BKK(PCG)-MMB(TAT) GRE66029102	06/08/2025, 04:13:15 PM	06/08/2025, 09:38:20 PM	0	Circuit Down	Mumbai ICAO ISP issue	Incident - member state's equipment/network issue..	Jun
THAILAND	INC000010766648	BKK(PCG)-MMB(TAT) GRE66019102	06/08/2025, 04:13:15 PM	06/08/2025, 09:38:20 PM	0	Circuit Down	Mumbai ICAO ISP issue	Incident - member state's equipment/network issue..	Jun
THAILAND	INC000010768232	BKK(PCG)-PBH(TAT) GRE66019751	06/11/2025, 08:28:13 PM	06/11/2025, 09:19:00 PM	0	Down	Fiber cut	Incident caused by network issue pertaining to another member state	Jun

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THAILAND	INC000010768233	BKK(PCG)-PBH(TAT) GRE66029751	06/11/2025, 08:28:13 PM	06/11/2025, 09:19:00 PM	0	Down	Fiber cut	Incident caused by network issue pertaining to another member state	Jun
THAILAND	INC000010770599	BKK(PCG)-MMB(TAT) GRE66019101	06/16/2025, 04:16:22 AM	06/16/2025, 10:11:31 AM	0	Circuit Down	The service restored itself after the transient optical power issue. No specific corrective action was performed by the support team or carrier to resolve the optical power level.	Incident - member state's equipment/network issue..	Jun
THAILAND	INC000010770600	BKK(PCG)-MMB(TAT) GRE66019102	06/16/2025, 04:16:22 AM	06/16/2025, 10:11:31 AM	0	Circuit Down	The service restored itself after the transient optical power issue. No specific corrective action was performed by the support team or carrier to resolve the optical power level.	Incident - member state's equipment/network issue..	Jun
THAILAND	INC000010770703	BKK(PCG)-MMB(TAT) GRE66029101	06/16/2025, 04:16:22 AM	06/16/2025, 10:11:31 AM	0	Circuit Down	The service restored itself after the transient optical power issue. No specific corrective action was performed by the support team or carrier to resolve the optical power level.	Incident - member state's equipment/network issue..	Jun
THAILAND	INC000010770704	BKK(PCG)-MMB(TAT) GRE66029102	06/16/2025, 04:16:22 AM	06/16/2025, 10:11:31 AM	0	Circuit Down	The service restored itself after the transient optical power issue. No specific corrective action was performed by the support team or carrier to resolve the optical power level.	Incident - member state's equipment/network issue..	Jun
THAILAND	INC000010771302	BKK(PCG)-SNG(PCG) GRE66026504	06/17/2025, 11:41:51 AM	06/18/2025, 08:25:31 PM	0	Link down	Downtime related to power maintenance activity on Singapore counterpart.	Incident - member state's equipment/network issue..	Jun
THAILAND	INC000010771378	BKK(PCG)-SNG(PCG) GRE66016503	06/17/2025, 11:41:51 AM	06/18/2025, 08:25:31 PM	0	Link down	Downtime related to power maintenance activity on Singapore counterpart.	Incident - member state's equipment/network issue..	Jun
THAILAND	INC000010771381	BKK(PCG)-SNG(PCG) GRE66016504	06/17/2025, 11:41:51 AM	06/18/2025, 08:25:31 PM	0	Link down	Downtime related to power maintenance activity on Singapore counterpart.	Incident - member state's equipment/network issue..	Jun
THAILAND	INC000010771382	BKK(PCG)-SNG(PCG) GRE66026503	06/17/2025, 11:41:51 AM	06/18/2025, 08:25:31 PM	0	Link down	Downtime related to power maintenance activity on Singapore counterpart.	Incident - member state's equipment/network issue..	Jun
THAILAND	INC000010771546	BKK(PCG)-SNG(PCG) GRE66016503	06/18/2025, 10:38:56 AM	06/18/2025, 04:33:36 PM	0	Circuit Down	Downtime related to power maintenance activity on Singapore counterpart.	Incident - member state's equipment/network issue..	Jun
THAILAND	INC000010772079	BKK(PCG)-SNG(PCG) GRE66026503	06/18/2025, 10:38:56 AM	06/18/2025, 04:33:36 PM	0	Circuit Down	Downtime related to power maintenance activity on Singapore counterpart.	Incident - member state's equipment/network issue..	Jun
THAILAND	INC000010781784	BKK(PCG) IP008895	07/04/2025, 12:49:38 AM	07/04/2025, 04:10:48 AM	0	Circuit Down	OFC12core cut cause of power burn about 250 meter from Node San Phu.	Incident caused by network issue pertaining to another member state	Jul
THAILAND	INC000010781785	BKK(PCG) IP008896	07/04/2025, 12:49:38 AM	07/04/2025, 04:09:46 AM	0	Circuit Down	Downtime was due to fiber optic 2 Core 300m far from UIH site P.O. Suan Phlu was cut due to electric short circuit. Service went up after re-splicing the damaged fiber.	Incident caused by network issue pertaining to another member state	Jul
THAILAND	INC000010795535	BKK(PCG)-MMB(TAT) GRE66029102	07/23/2025, 09:57:33 PM	07/24/2025, 12:56:00 AM	0	Circuit Down	Issue on India counterpart's local internet provider.	Incident - member state's equipment/network issue..	Jul
THAILAND	INC000010795577	BKK(PCG)-MMB(TAT) GRE66019102	07/23/2025, 09:57:33 PM	07/24/2025, 12:56:00 AM	0	Circuit Down	Issue on India counterpart's local internet provider.	Incident - member state's equipment/network issue..	Jul
THAILAND	INC000010806499	BKK(PCG)-MMB(TAT) GRE66019102	08/09/2025, 06:53:30 PM	08/18/2025, 08:11:38 PM	0	Down	Seems to be ISP network issue on Mumbai side.	Incident - member state's equipment/network issue..	Aug
THAILAND	INC000010806500	BKK(PCG)-MMB(TAT) GRE66029102	08/09/2025, 06:53:30 PM	08/18/2025, 08:11:38 PM	0	Down	Seems to be ISP network issue on Mumbai side.	Incident - member state's equipment/network issue..	Aug
THAILAND	INC000010828213	BKK(PCG)-PBH(TAT) GRE66019751	09/11/2025, 08:18:25 AM	09/12/2025, 02:56:48 AM	0	Circuit Down	CE in Bhutan site rebooted	Incident - member state's equipment/network issue..	Sep
THAILAND	INC000010828257	BKK(PCG)-PBH(TAT) GRE66029751	09/11/2025, 08:18:25 AM	09/12/2025, 02:56:48 AM	0	Circuit Down	CE in Bhutan site rebooted	Incident - member state's equipment/network issue..	Sep
THAILAND	INC000010830016	BKK(PCG)-PBH(TAT) GRE66019751	09/14/2025, 03:47:48 PM	09/14/2025, 04:06:57 PM	0	Down	Fiber cut 600m from Singyegoan sub - station. The link was affected due to a fiber cut in our provider's third-party network because a rodent ate the fiber between the Phuntsholing and Singyegoan location.	Incident caused by network issue pertaining to another member state	Sep
THAILAND	INC000010830017	BKK(PCG)-PBH(TAT) GRE66029751	09/14/2025, 03:47:48 PM	09/14/2025, 04:06:57 PM	0	Down	Fiber cut 600m from Singyegoan sub - station. The link was affected due to a fiber cut in our provider's third-party network because a rodent ate the fiber between the Phuntsholing and Singyegoan location.	Incident caused by network issue pertaining to another member state	Sep
THAILAND	INC000010831475	BKK(PCG)-PBH(TAT) GRE66019751	09/17/2025, 07:30:22 AM	09/17/2025, 12:33:12 PM	0	Circuit Down	The link was affected due to fiber break located at 476 m from the Singyegoan sub-station to Phuntsholing TX in the provider's network during mentioned time caused by rodent bite.	Incident caused by network issue pertaining to another member state	Sep
THAILAND	INC000010831476	BKK(PCG)-PBH(TAT) GRE66029751	09/17/2025, 07:30:22 AM	09/17/2025, 12:33:12 PM	0	Circuit Down	The link was affected due to fiber break located at 476 m from the Singyegoan sub-station to Phuntsholing TX in the provider's network during mentioned time caused by rodent bite.	Incident caused by network issue pertaining to another member state	Sep
THAILAND	INC000010835495	BKK(PCG)-MMB(TAT) GRE66019102	09/24/2025, 04:23:41 PM	09/24/2025, 04:48:38 PM	0	Circuit Down BKK-Mumbai [SR218982, SR218984]	There was an issue on Indian counterpart.	Incident - member state's equipment/network issue..	Sep
THAILAND	INC000010835496	BKK(PCG)-MMB(TAT) GRE66029102	09/24/2025, 04:23:41 PM	09/24/2025, 04:48:38 PM	0	Circuit Down BKK-Mumbai [SR218982, SR218984]	There was an issue on Indian counterpart.	Incident - member state's equipment/network issue..	Sep

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THAILAND	INC000010839999	BKK(PCG)-PBH(TAT) GRE66019751	09/29/2025, 02:52:37 AM	09/30/2025, 09:39:42 AM	0	Circuit Down	120-core and 12-core fiber optic cables were broken due to the construction of the Khlong Chong Nonsi landscaping project at the Chan Road intersection, 1.2 km from the Yannawa node. Fixed by replacing new fiber 200 meters and spliced closures.	Incident caused by network issue pertaining to another member state	Sep
THAILAND	INC000010840000	BKK(PCG) IP008895	09/29/2025, 03:21:58 AM	09/30/2025, 05:42:47 AM	1580	Proactive Down	The 120-core and 12-core fiber optic cables were broken due to the construction of the Khlong Chong Nonsi landscaping project at the Chan Road intersection, 1.2 km from the Yannawa node.	Incident	Sep
THAILAND	INC000010846899	BKK(PCG) IP008895	10/03/2025, 12:20:21 AM	10/14/2025, 03:12:47 PM	0	Request for RFO	Request Completed	Incident w/o service impact	Oct
THAILAND	INC000010846901	BKK(PCG) IP008896	10/03/2025, 12:20:21 AM	10/14/2025, 03:12:47 PM	0	Request for RFO	Request Completed	Incident w/o service impact	Oct
THAILAND	INC000010848915	BKK(PCG)-MMB(TAT) GRE66019102	10/04/2025, 11:34:40 AM	10/04/2025, 07:48:14 PM	0	down SR218982, SR218984	Issue on India Site, LLP is owned by cx	Incident - member state's equipment/network issue..	Oct
THAILAND	INC000010849102	BKK(PCG)-MMB(TAT) GRE66029102	10/04/2025, 11:34:40 AM	10/04/2025, 07:48:14 PM	0	down SR218982, SR218984	Issue on India Site, LLP is owned by cx	Incident - member state's equipment/network issue..	Oct
THAILAND	INC000010860934	BKK(PCG)-MMB(TAT) GRE66019102	10/11/2025, 10:56:10 PM	10/12/2025, 12:42:32 AM	0	Down	No issue was observed MUMBAI CIRCUIT is up.	Incident caused by network issue pertaining to another member state	Oct
THAILAND	INC000010861320	BKK(PCG)-MMB(TAT) GRE66029102	10/11/2025, 10:56:10 PM	10/12/2025, 12:42:32 AM	0	Down	No issue was observed MUMBAI CIRCUIT is up.	Incident caused by network issue pertaining to another member state	Oct
THAILAND	INC000010861325	BKK(PCG) IP008895	10/11/2025, 11:13:06 PM	10/12/2025, 12:44:35 AM	0	DOWN	no fault found per partner	Incident w/o service impact	Oct
THAILAND	INC000010877700	BKK(PCG)-PBH(TAT) GRE66019751	10/21/2025, 02:35:15 PM	10/21/2025, 08:39:54 PM	0	Circuit Down	Downtime on Bhutan circuit caused reported tunnels to go down. However, local provider is unable to trace what cause it.	Incident caused by network issue pertaining to another member state	Oct
THAILAND	INC000010877702	BKK(PCG)-PBH(TAT) GRE66029751	10/21/2025, 02:35:15 PM	10/21/2025, 08:39:54 PM	0	Circuit Down	Downtime on Bhutan circuit caused reported tunnels to go down. However, local provider is unable to trace what cause it.	Incident caused by network issue pertaining to another member state	Oct
THAILAND	INC000010885414	BKK(PCG)-PBH(TAT) GRE66019751	10/25/2025, 09:14:16 PM	10/26/2025, 03:18:53 PM	0	Link Down	Downtime on Bhutan circuit caused reported tunnels to go down. However, local provider is unable to trace what cause it.	Incident caused by network issue pertaining to another member state	Oct
THAILAND	INC000010885415	BKK(PCG)-PBH(TAT) GRE66029751	10/25/2025, 09:14:16 PM	10/26/2025, 03:18:53 PM	0	Link Down	Downtime on Bhutan circuit caused reported tunnels to go down. However, local provider is unable to trace what cause it.	Incident caused by network issue pertaining to another member state	Oct
THAILAND	INC000010908086	BKK(PCG) IP008895	11/07/2025, 03:55:21 AM	11/07/2025, 06:01:23 AM	126	Proactive Down	Outage Start Date / Time: 00.50 GMT+7 07Nov2025 Outage Resolve Date / Time:04.39 GMT+7 07Nov2025 Reason of Outage: (Resolution): A path connection failure. Corrective Action (Resolution): Reconfiguring the circuit.	Incident	Nov
THAILAND	INC000010933864	BKK(PCG)-MMB(TAT) GRE66019102	11/21/2025, 07:46:33 PM	11/21/2025, 08:50:11 PM	0	Down	NO fault found. Cx should contact their ISP.	Incident caused by network issue pertaining to another member state	Nov
THAILAND	INC000010933865	BKK(PCG)-MMB(TAT) GRE66029102	11/21/2025, 07:46:33 PM	11/21/2025, 08:50:11 PM	0	Down	NO fault found. Cx should contact their ISP.	Incident caused by network issue pertaining to another member state	Nov
THAILAND	INC000010946473	BKK(PCG)-PBH(TAT) GRE66019751	11/28/2025, 06:36:12 PM	11/29/2025, 05:46:21 AM	0	Down	The link was affected due to a fiber cut caused by excavation work in our provider network at the Chumdo site during the mentioned period. The link was restored after the provider team spliced the damaged fiber.	Incident caused by network issue pertaining to another member state	Nov
THAILAND	INC000010946475	BKK(PCG)-PBH(TAT) GRE66029751	11/28/2025, 06:36:12 PM	11/29/2025, 05:46:21 AM	0	Down	The link was affected due to a fiber cut caused by excavation work in our provider network at the Chumdo site during the mentioned period. The link was restored after the provider team spliced the damaged fiber.	Incident caused by network issue pertaining to another member state	Nov
THAILAND	INC000010953180	BKK(PCG) IP008896	12/03/2025, 01:26:13 AM	12/03/2025, 02:02:50 AM	36	Proactive Down	related to INC000010952740 The fiber cable Villager excavate for drainage damaged due to villagers excavating for drainage	Incident	Dec
THAILAND	INC000010982127	BKK(PCG)-MMB(TAT) GRE66029102	12/20/2025, 01:15:49 PM	01/16/2026, 04:41:11 AM	0	down	There was a downtime on Mumbai side's BGP during reported period causing downtime on the tunnel too.	Incident - member state's equipment/network issue..	Dec
THAILAND	INC000010982302	BKK(PCG)-MMB(TAT) GRE66019102	12/20/2025, 01:15:49 PM	01/16/2026, 04:41:11 AM	0	down	There was a downtime on Mumbai side's BGP during reported period causing downtime on the tunnel too.	Incident - member state's equipment/network issue..	Dec
USA	INC000010706008	OAK(PCG) IP007609	02/14/2025, 07:32:22 AM	02/14/2025, 11:04:10 PM	931	Circuit Down	An equipment failure in Los Angeles, CA impacted client services. Fix Action: Services were migrated to an alternate path, thus restoring services to a stable state.	Incident	Feb
USA	INC000010706009	SLC(PCG) IP007610	02/14/2025, 07:32:22 AM	02/14/2025, 11:04:10 PM	931	Circuit Down	An equipment failure in Los Angeles, CA impacted client services. Fix Action: Services were migrated to an alternate path, thus restoring services to a stable state.	Incident	Feb
USA	INC000010715222	OAK(PCG) IP007608	03/04/2025, 11:37:07 PM	03/10/2025, 01:06:06 PM	0	Out of service	Faulty equipment (card) customer side	Incident - member state's equipment/network issue..	Mar
USA	INC000010735034	SLC(PCG) IP007610	04/10/2025, 03:58:47 PM	04/18/2025, 06:58:58 PM	0	Circuit Down	Service up upon checks.	Incident w/o service impact	Apr

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USA	INC000010748405	OAK(PCG) IP007608	05/07/2025, 09:10:25 PM	05/07/2025, 09:38:34 PM	0	Down	Up when checked	Incident w/o service impact	May
USA	INC000010760129	ATL(PCG) IP007611	05/26/2025, 07:31:45 PM	06/17/2025, 12:38:13 PM	1560	Proactive Packet Loss	The packet loss has been cleared after the LEC cleaned the fiber. If you are still experiencing an issue, please let us know. As a precaution, I will hold this case for another 24 hours in case further assistance is needed.	Incident	May
USA	INC000010773364	OAK(PCG) IP007608	06/20/2025, 12:15:07 AM	06/20/2025, 12:43:11 AM	0	Circuit Down	up upon checking	Incident w/o service impact	Jun
USA	INC000010798728	ATL(PCG)-MEL(PCG) GRE10036102	07/29/2025, 07:48:38 PM	07/29/2025, 08:22:04 PM	0	Packet Loss	Drops in customer destination. Resolved prior actions.	Incident caused by network issue pertaining to another member state	Jul
USA	INC000010799124	ATL(PCG) IP007611	07/29/2025, 08:07:29 PM	07/29/2025, 10:31:13 PM	0	Ops ticket to INC000010798728	Request Completed	Incident w/o service impact	Jul
USA	INC000010806952	ATL(PCG) IP007611	08/11/2025, 10:20:20 AM	08/18/2025, 03:51:34 AM	0	Packet Loss	No fault found	Incident w/o service impact	Aug
USA	INC000010813073	SLC(PCG) IP007610	08/21/2025, 02:00:43 PM	08/21/2025, 05:10:10 PM	0	LINE FAILURE	link is up and no fault found,	Incident w/o service impact	Aug
USA	INC000010819066	OAK(PCG) IP007609	08/29/2025, 02:35:02 AM	08/29/2025, 02:45:30 AM	0	packet loss	no fault found	Incident w/o service impact	Aug
VIETNAM	INC000010734987	HCM(PCG) IP009285	04/10/2025, 11:49:07 AM	04/11/2025, 04:52:09 PM	55	out of service	Voice issue. RSM to provde the RFO.	Incident	Apr
VIETNAM	INC000010767601	HCM(PCG) IP009285	06/11/2025, 07:02:20 AM	06/11/2025, 12:00:00 PM	0	Inaccessible	Extended maintenance work due to the new IOS file corrupted during the installation. IPE worked with Cisco to download a new IOS file and re-started the maintenance activity.	Incident w/o service impact	Jun
VIETNAM	INC000010767771	HCM(PCG)-BKK(PCG) GRE840166010	06/11/2025, 05:52:47 AM	06/11/2025, 12:22:07 PM	0	Circuit Down	Affected on maintenance INC000010758221	Incident caused by network issue pertaining to another member state	Jun
VIETNAM	INC000010767848	HCM(PCG)-BKK(PCG) GRE840166020	06/11/2025, 05:53:59 AM	06/11/2025, 06:48:45 AM	0	Circuit Down	Affected on maintenance INC000010758221	Incident caused by network issue pertaining to another member state	Jun
VIETNAM	INC000010795798	HCM(PCG)-BKK(PCG) GRE840166020	07/24/2025, 10:51:08 AM	07/24/2025, 06:56:42 PM	0	Circuit Down	Untraced Fault	Incident caused by network issue pertaining to another member state	Jul
VIETNAM	INC000010795848	HCM(PCG)-BKK(PCG) GRE840166010	07/24/2025, 10:51:08 AM	08/01/2025, 08:12:31 PM	0	Circuit Down	Untraced Fault	Incident caused by network issue pertaining to another member state	Jul
VIETNAM	INC000010796613	HCM(PCG) IP009285	07/25/2025, 07:35:08 PM	07/25/2025, 07:48:14 PM	0	RFO Request	No issue found on reported period.	Incident w/o service impact	Jul