

Post Incident Report

Major Incident Management



Incident Title	Canning Town - Fibre Break - Impacting 34 B2B
Incident Reference	F012462801
Priority	HPI
Outage Start	Wed 09/09/2026 10:49
MIM Engaged	Wed 09/09/2026 11:20
Outage End	Thu 10/09/2026 02:26
Duration	15 Hrs 37 Mins
Problem Reference	NPR00024003
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Customer Experience

Affected customers will experience a loss of data connectivity.

Incident Summary

Major Incident Management (MIM) were engaged by B2B Wholesale at 11:20 to report multiple services as unavailable, in the London area. Investigations carried out indicated a potential issue in Canning Town, where a loss of signal alarm was being seen on a Transmode device (cant-tm3000-6). All respective support teams were engaged to progress investigations and create a fix plan.

Further impact was correlated, as unmanaged circuits were linked to the outage when the customers reported them. It was expected that customer impact would continue to grow as more customers reported impact to their unmanaged circuits.

The Transmission Network Management Centre (TNMC) advised that it appeared the transmission span T40008, which routes between Canning Town and Haringey, went down at 10:49. VMO2 Network Engineers were requested to attend T9720 Canning Town and T7480 Haringey. One of the Engineers arrived onsite at Canning Town at 12:20, with the other arriving at Haringey at 12:30. The TNMC requested that the Engineers carry out OTDR testing to determine if there was a fibre fault along the route.

Engineers carried out OTDR testing from Canning Town towards Haringey, with results indicating a potential break on the Transmission (tx) fibre at around 9k into a 22km span, and testing the other way, a distance of 13km was reached on the tx fibre. This indicated an issue between 2 joints, POPL-06 JZ03, Stepney Way and POPL-06 JZ04, Commercial Road. Further impact was correlated; the Service Impact and Title were updated.

Following the Engineers OTDR results, an ERS Splicer was requested to attend the joint POPL-06 Z01A at 45 Whitechapel Road. The Engineer at Haringey relocated to the Dalston hub site to be nearer to the joint location to assist in applying a Visible Light Source (VLS).

Further impact was correlated; the Service Impact and Title were again updated. The ERS Splicer was requested to attend the joint POPL-06 JZ04, on Commercial Road instead, due to entries found on the Fibre Text Tool (FTT), indicating work had occurred there at the time the incident started. Change reference C01781678, New business install 1606159-3211741 Hyperoptic, was noted as opening the joint at 10:49, and being closed at 11:24.

The ERS Splicer arrived at the joint at 15:40 and investigations commenced. The ERS Splicer at joint POPL-06 JZ04, on Commercial Road found no issues, and could not see the VLS. They relocated to the Whitechapel Road joint POPL-06 Z01A arriving at 18:01.

One Network Engineer relocated to VMO2 Canning Town, arriving at 18:46. Spare fibres were identified by the Engineers running from Dalston to the joint in Whitechapel Road however, following the application of a Visible Light Source, they went no further than the break location. As of 20:00 the Splicer was checking and testing the fibres individually.

At 19:44 new useable fibres were located and proven at VMO2 Dalston, past the damage, by the first Network Engineer. As of 20:22 the Second Network Engineer and Splicer were proving

useable working fibres from Canning Town to splice onto the joint POPL-06 JZ04, on Commercial Road.

At 22:05 the Network Engineer at Canning Town advised that 3 of 4 fibres leaving the site had been located but that the fourth was still being searched for. The ERS Splicer requested a second splicer attend to assist with the search at 22:05 and at 22:28 an ETA of 23:30 was given for the second Splicer.

It was confirmed that the second Splicer was on site at joint POPL-06 JZ04 at 23:34 and had just commenced setting up. They would now assist with locating the fourth fibre. The Network Engineer at Canning Town reported at 00:33 that the fibres from Canning Town had been identified at POPL-06-JZ04; however, two fibres were found to be broken within the tube. Spare fibres were then sought at joint POPL-06-JZ03 (junction of Stepney Way and Sidney Street).

At 01:26, the Network Engineer advised that POPL-06-JZ03 was in extremely poor condition, with exposed tubes. As a result, the Splicers were required to work with extreme care to avoid disturbing the remaining fibres. One spare fibre had been located, and they were continuing to search for the second spare fibre. The fibres originating from VMO2 Dalston had been identified within the joint, and once the final spare fibre had been located, repair work would commence.

Further impact was identified in relation to this incident, and the incident title and impact statement amended accordingly.

The Network Engineer at Canning Town advised, at 02:26, that all splicing work had been completed and requested that B2B Wholesale confirm service restoration.

At 02:39, Further checks by B2B Wholesale confirmed that all services tested had restored successfully.

Services were confirmed restored as of at 02:26.

Further impact was identified in relation to this incident, and the incident title and impact statement amended accordingly.

At 02:26, the Network Engineer at Canning Town advised that all splicing work had been completed and requested that B2B Wholesale confirm service restoration.

Restoration and Root Cause

Services moved onto spare fibres at VMO2 Canning Town and VMO2 Dalston to avoid damage between joint POPL-06-JZ04 (junction Commercial Road and Henriques Street) and joint POPL-06-JZ04A (45 Whitechapel Road.)

Problem Record NPR00024003 raised and assigned to the Network Operations Manager (NOM) to investigate root cause. It likely to be rodent damage as that was noticed during the fix work but this is to be formally confirmed once the full investigation has concluded.

Incident Actions

- Incident Action PIR0042559-A1 has been raised and assigned to the NOM to update fibre records.
- Incident Action PIR0042559-A2 has been raised and assigned to the NOM to add joint POPL-06-JZ03 to the High Risk Register.

Incident Timeline

09/09/2026

10:49 – Outage Start.

11:05 – NM Ticket raised.

11:09 – BM ticket raised.

11:20 – Impact confirmed meeting MIM engagement criteria.

11:37 – TNMC HCS team confirm T40008 span from Canning town to Haringey went down at 10:49

11:41 – Engineer requested to attend Canning Town and Haringey

12:20 – Engineer arrived at Canning Town

12:30 – Engineer arrived at Haringey

12:34 – OTDR from Canning Town to Haringey tx fibre 9km 22km on rx

12:49 – OTDR from Haringey to Canning Town 13.2km and 22.16.

12:56 – Break potentially at Whitechapel Road

13:20 – Engineer liaised with Dispatch to raise ERS request.

14:08 – ERS ETA 15:15.

14:17 – FTT Entry identified work going on at Commercial Road joint at the start time
- C01781678, New business install 1606159-3211741 Hyperoptic

15:05 – Delayed ETA for ERS Splicer – 15:30 now.

15:40 – ERS Splicer arrived at Commercial Road joint POPL-06 JZ04.

15:57 – Pit being opened, congested traffic area

16:17 - Splicer checking for redlight in joint POPL-06 JZ04.

16:49 – Splicer relocating to Whitechapel Road POPL-06 Z01A.

18:01 – ERS arrived at Whitechapel Road and located VLS.

18:04 – 2nd Network Engineer to attend Canning Town to apply VLS from there to identify spare.

18:46 – 2nd NE arrived at Canning town.

18:51 - NE identified spares from the Dalston to joint in Whitechapel Road but they all stop at the break location. Splicer continues to test spares to see if any are viable. Rodent damage suspected.

19:44 – Fibres found at VMO2 Dalston and confirmed good through the damage location.

20:15 – Engineer at Canning Town on break.

20:42 – Splicer about to head back to joint POPL-06 JZ04, on Commercial Road.

21:22 – Fibres from Canning Town being proven to splice to good fibre at joint POPL-06 JZ04, on Commercial Road.

22:01 – 1 out of 2 fibres identified from Canning town.

22:05 – Splicer requested second Splicer to attend site to help identify second fibre from site.

22:28 – 2nd Splicer ETA 23:30.

23:34 – 2nd Splicer on site

10/09

00:33 – Fibres identified at POPL-06 JZ04 from Canning Town but broken. Spare being searched for at POPL-06-JZ03.

01:26 - Splicers working at POPL-06-JZ03 looking for spare fibre but joint in poor condition.

02:26 – Network Engineer advises splicing complete.

02:39 – B2B Wholesale advise one Daisy circuit remains down.

03:14 – B2B Wholesale confirm restoration as of 02:26.

Supporting Evidence / Photos





