

Power Disruption in Perth DC
Incident Report for Fusion Broadband Pty Ltd
April 27, 2022



As part of Equinix Datacentres maintenance programs, Equinix perform maintenance on Power circuits along with testing the power redundancy through their Datacentres.

Fusion Broadband has utilised Equinix for many years of trouble-free Datacentre services. In Perth, our equipment is located on Level 2.

This morning (27 April, 2022), Equinix Engineers started a program of replacing some key components on one of the redundant power feeds. This was to be done on Level 1 of the facility. Level 2 (where our equipment is located) is having the same maintenance work as Level 1 but scheduled for the 28 April 2022.

At approximately 8am AEST (6am WST), the power maintenance was scheduled to start on Level 1. After this, at 08:37 AEST, Fusion Broadband received alerts that a few devices have lost connectivity. Additional alerts occurred at 08:50am AEST.

Our initial assumption was that the power maintenance on Level 1 had caused a power failure on Level 2.

At 09:30am AEST onsite technicians verified that power was present at that time. A restart of several systems was performed.

At 09:50 am AEST we saw that some services had started to come online. Unfortunately, at 10:10am AEST a pair of GW Routers became unresponsive, requiring another restart and total removal of all power feeds into these systems.

At approximately 11:40am AEST the GW routers both came back online and traffic started to resume to normal levels.

What occurred...

Firstly, all Fusion Equipment is supported with redundant power feeds. Each feed is theoretically independent from the other. Change over from one feed to the other is 100% transparent.

We were able to ascertain that there was not a general widespread power failure. However, with several external issues (other providers, broadband circuits, etc... were failing) this was not an isolated event.

During the event we were very focused on getting services and connections back online as fast as possible. This however does limit some of the event information that we can capture.

We do feel that there may have been a few short power 'dips' or possible changes in the power duty cycle that may have caused the systems to lockup and crash. Unfortunately, there is no logging that we can use to see very detailed power events. We do know that only a subset of our systems was impacted by this.

Looking forward...

Fusion is 100% committed to providing an extremely reliable and solid SD-WAN platform.

In the coming weeks we will be expanding the Perth Routing environment to Sydney. This will enable us to have seamless and transparent migrations of all services between our East coast and West coast networks. Implementing this will ensure no matter what occurs in Perth, Sydney will seamlessly be able to pick up the load and routes for all services be they SD-WAN networks, single sites or Hosted Firewall infrastructure.