

**Partial Service Disruption
Incident Report for Fusion Broadband Pty Ltd
March 24, 2022**



*Incident Detected 8:39am AEST
Incident Resolved 9:27am AEST*

At 8:55am on March 24 2022, a fault was identified within the Orchestrator Database which is responsible for management of Nodes and network elements.

Several Node configuration changes had become delayed and out of order triggered by a transit network incident. This caused some nodes to automatically change their aggregation servers and lose connectivity on a false flag.

At 9:15am most errors were cleared and services restored.

To mitigate this sort of issue for reoccurring ,we have optimised the sensitivity of some automated functions and increased the database speed to prevent this type of event being encountered in the future.