

25 October 2024

Document: ICDR-2024-005

Subject: Bangmod.Cloud Incident Report

To: Valued Customer

Incident Details:

Date and Time of Initial Incident	October 14, 2024, at 00:08 AM
Recovery time	October 14, 2024, at 00:23 AM
Incident Type	Network Outage
Affected Device/Area	IIG and NIX network

Description of Incident:

On October 14, 2024, internet services via IIG and NIX experienced an outage caused by a provider issue with JasTel. Upon investigation, **JasTel** reported a **double fault** affecting both primary and backup network paths:

- **Main Path:** Planned maintenance was conducted under **CR00025689** between JASMINE and THECLOUD from 00:06 to 00:06 (UTC+7) on October 14, 2024, rendering the main path unavailable.
- **Protection Path:** During the maintenance, a **high-loss issue** occurred on the protection path between JASMINE and THECLOUD from 00:06 to 00:20 (UTC+7), resulting in a simultaneous failure of both paths.

Action Taken for Restoration:

JasTel adjusted the **optical power level** on protection path for circuit restoration.

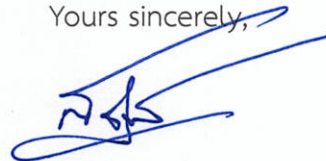
**Actions Taken:**

Time	Details
00:08 AM	Incident detected and reported by the Monitoring System.
00:08 AM	System Administrator began diagnosing the issue.
00:15 AM	Issue reported to the upstream provider (JasTel).
00:16 AM	Upstream acknowledged the report and started troubleshooting.
00:23 AM	Upstream resolved the issue.
00:23 AM	Monitoring System confirmed service was back online.
00:30 AM	All services were confirmed to be operating normally.

**Actions to Prevent Recurrence:**

1. Since the issue arose from the DWDM link between CSLoxinfo The Cloud and Jasmine Tower, we plan to replace the DWDM link with a Dark Fiber connection featuring fault-tolerant architecture to enhance reliability.
2. We are proceeding with our plan to connect additional NIX and IIG providers at Telehouse datacenter and configure network redundancy between two datacenters

Yours sincerely,



Nattaphong Bupasiri

General Manager