

Important Customer Information October 2019



WebWayOne incident: 28th & 29th October 2019

We need to let you know:

From approximately 20:15 on Monday 28th October we experienced problems with our WebWayOne services. These services started to restore from approximately 04:30 on Tuesday 29th October, with most recovered by 07:00. However, general services only fully restored at approximately 17:00 – later than we had initially anticipated. All other products in the CSL range, including DualCom Pro, GradeShift and Emizon were not impacted.

How did this affect you?

The initial incident occurred when we experienced problems with WebWayOne services on our geographically separate UK1 and UK2 hosts. This was a result of a major national outage experienced by TalkTalk, which impacted data centres across the UK and was resolved at approximately 07:30 on Tuesday 29th October.

Whilst some of WebWayOne services did begin to restore, due to the length of the outage and the number of devices affected, our platform went into flood protection. This led to complications when restoring services as we brought the platform out of this mode. Whilst our Network Team was fully engaged, we were unable to fully restore services until 16:00 on Tuesday 29th. All devices reconnected to the platform within the following two hours.

What happened?

Whilst the root cause is still being investigated by TalkTalk, it is evident that this is related to the core global backbone within the London Internet Exchange, which provides services for multiple internet service providers (ISPs). Our data centres for WebWayOne services use multiple network links and diverse routing to further enhance services and provide resilience. However, on this unprecedented occasion, a national outage meant our services were unable to switchover to an alternative route.

How are we making sure this doesn't happen again?

We understand customers will be concerned that TalkTalk appears to be the sole supplier and is better known for domestic broadband supply. However, TalkTalk is one of the four major ISPs in the UK, with over 4 million customers (domestic and commercial) and a highly resilient architecture design across its entire network. Furthermore, this is the first major failure TalkTalk Commercial Services has had in over 15 years of our partnership and during this time they have provided a very high level of service and resilience. CSL will be working with them to identify why this has now happened and the appropriate solutions which will ensure any reoccurrence does not impact services to customers.

With respect to restoring WebWayOne services, we will be reviewing services affected and how safe restoration of device traffic could reduce the impact of flood protection and ensure services could be restored within a reasonable timeframe.

As a result of the incident we have the following actions in place:

Where individual WebWayOne services have not recovered, we will continue to work with customers to complete this restoration process. We will also be reviewing our own architecture and network with a plan to introduce further connectivity to the host platform, as well as move to RIPE IP addressing, which will both increase overall resilience and rebalance our WebWayOne traffic to manage flood recovery and restore services promptly.

TalkTalk have outlined their incident review and the agreed actions are:

TalkTalk are undergoing a review of their vendors to address the original failure scenario. They are also reviewing their network topology and switch configuration to improve network resilience.

CSL will continue to work internally and with TalkTalk to address the actions above. We would like to apologise again for any inconvenience caused. Should you require any further information please contact your account manager or Andy Fyvie using the details below.

Yours sincerely,

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NOTE: As a partner of CSL we are sharing this information with you to assist in business decisions and to ensure transparency. We respectfully ask that this security sensitive information is not forwarded outside of your business or posted online without our written consent.