

Incident Report

Incident reference	Start date/time	Close date/time
17092026	17/09/2026 10:01am	18/09/2026 10:12am

Incident description	On 17 September, some data and voice services on the Lightwire network experienced a temporary outage between 10:01am and 10:12am. The interruption was triggered by routine core network maintenance that wasn't expected to have any customer impact. Once the issue was identified, the change was reverted and services began to recover. Further core maintenance was completed overnight that night to permanently fix the issue.
Services impacted	A segment of data and voice services experienced a temporary loss of connectivity for approximately 12 minutes.
Timeline of events	Timeline of Events • 10:01am – A scheduled change was applied during a routine automation cycle • 10:06am – Investigation and response initiated • 10:10am – The change was reverted • 10:11am – Automation was manually run and services begun to restore • 10:30am - Services fully restored and post-restore checks confirmed stability.
Root Cause	A change made on our core network infrastructure caused a select number of BGP peers to be removed. This meant that traffic to or from the affected services had no route to the destination.

Resolution	The BGP peers were re-enabled, and automation was run to set these changes. This restored the routes and meant traffic to or from the affected services could reach the destination.
Recommendations/actions taken	We have taken the following steps to strengthen network resilience and reduce the likelihood of recurrence: • Increased the number of core network elements able to advertise the affected routes • Added additional checks to ensure these ranges are full encompassed in our tooling and checklists • The affected router has been removed from the Lightwire network
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