

Incident Report - #1174

Incident Details

Incident Raised By:	Support Team	Incident Received By:	Third Line
Reported:	2025-11-04 10:26:29	Service Disrupted:	2025-11-04 10:26:29

Detailed Incident Information

Incident Start Time:	2025-11-04 09:00:00	Incident Finish Date:	2026-07-15 14:49:30
Incident Category:	P2	Incident Resolved Time:	2026-07-15 14:45:19
Was the SLA Breached?	No	Duration of Interruption:	8 mths 11 days 5 hours 45 mins

Incident Timeline

2025-11-04 10:26:29	We are currently aware of an issue causing reduced speeds. This is due to the Virgin NNI 12 being overutilized following an increase in network traffic. Our team is actively working with Virgin to resolve this as soon as possible.
2025-11-05 10:55:24	The NNI performance has stabilised. Please confirm if the slow speed issues persist.
2025-11-05 10:55:24	### System Status Update Virgin: Status changed to Advisory
2025-11-12 08:43:15	We are still seeing the Virgin NNI being fully utilized occasional mornings between 8:30 and 9:30. We will continue to monitor.
2025-11-17 11:39:13	Speeds will have improved from when this event was first created however we are still working with Virgin to stabilise the NNI. This event will be left open in the meantime.
2025-12-09 10:45:40	Good Morning We are currently planning works for Thursday 11th to further rebalance the circuits on the NNI with Virgin. We are awaiting confirmation from VMB that these works can go ahead and any affected customers will be contacted ahead of time Kind Regards TS NOC
2025-12-11 08:36:45	Good Morning We have now had confirmation from VMB of the circuits we will be rebalancing tonight The maintenance window begins at 10pm and all affected circuits will be made aware in advance Kind Regards TS NOC Team
2025-12-12 01:21:47	Good Morning The nightwork has been carried out successfully and we have confirmed accessibility to the router and that regular Lan traffic is passing for all circuits that were moved If you have had a ticket raised for the moves and have any further issues in the morning please let myself or the regular support team know Kind Regards Samuel Watts 3rd Line Support Engineer
2026-01-06 08:56:51	Good morning, Further to the earlier advisory, we are currently seeing elevated usage levels on Virgin Media NNI12. At this stage, this appears consistent with expected increased demand associated with the first day of term, rather than a recurrence of previous over-utilisation. We are monitoring the situation closely and will provide further updates as required. Kind regards, TS NOC Team
2026-01-06 09:29:54	Good morning, Further to the earlier advisory, demand levels now appear to be returning to normal following the initial, expected increase in usage. This aligns with typical start-of-term traffic patterns. We will continue to monitor and provide further updates if required. Kind regards, TS NOC Team
2026-02-24 09:07:36	Good morning, Since the return from the school holidays, we have observed an increase in traffic levels on NNI 12. The elevated utilisation may have the potential to impact services during peak periods. Our team is actively monitoring capacity and performance metrics to mitigate any potential service degradation and will provide further updates as necessary. Kind regards, TS NOC Team
2026-03-25 10:07:44	Good morning, We are aware that VM NNI 12 is currently operating at maximum capacity and has been since 9am. During this period of high usage, users may experience slow performance. The spike in traffic may be related to the recent emergency Windows update. We are liaising with Virgin Media to investigate the issue and work towards a resolution. We appreciate your patience while we continue to monitor the situation. Kind regards, TS NOC Team
2026-03-25 10:07:44	### System Status Update Virgin: Status changed to Service Degraded
2026-03-25 11:37:30	Good morning, We are now seeing lower levels of traffic going through the NNI therefore customers should now see improved connectivity. Monitoring will continue and this status event will be updated as needed. Kind regards, TS NOC Team
2026-03-25 11:37:30	### System Status Update Virgin: Status changed to Advisory
2026-05-05 09:32:11	We are currently observing elevated utilisation levels on the NNI, which may result in degraded performance and reduced speeds for users. We are liaising with Virgin Media to investigate the cause and work towards a resolution. Thank you for your patience. Further updates will be provided as the situation develops.
2026-05-05 09:32:11	### System Status Update Virgin: Status changed to Service Degraded
2026-05-05 11:41:23	Improvements are now being observed in NNI utilisation levels, with traffic beginning to stabilise. Monitoring will continue to ensure performance returns to normal service levels.
2026-05-05 11:41:23	### System Status Update Virgin: Status changed to Advisory
2026-05-12 09:03:50	We are aware that the NNI has again reached maximum capacity, which may result in degraded performance and reduced speeds for users. Work is currently underway to migrate sites away from the affected NNI in order to reduce utilisation and restore normal service levels. Thank you for your continued patience while this work is carried out.
2026-05-12 09:03:50	### System Status Update Virgin: Status changed to Service Degraded

2026-05-12 12:04:12	Traffic levels are now beginning to stabilise on the affected NNI following the earlier period of elevated utilisation. Monitoring will continue to ensure service performance returns to and remains at normal operating levels. Thank you for your continued patience.
2026-05-12 12:04:12	### System Status Update Virgin: Status changed to Advisory
2026-05-18 09:15:25	Good Morning We will be conducting further migrations in partnership with VMB in order to continue rebalancing efforts of the overutilized NNI This has been planned for Friday 22nd May, customers who are being migrated will be contacted directly. We hope this is the last move before the entire migration of all customers from this NNI to our 100G NNI with VMB. Thank you for you patience TS NOC Team
2026-05-26 13:13:27	Good Afternoon Following the migrations that occurred on the 22nd and subsequent testing and verifying we are happy that our automation is now ready for mass migrations to be planned. We will keep this status event open until all circuits on VM NNI 12 have been migrated away Thank you for you patience TS NOC Team
2026-06-05 15:34:56	We are aware that NNI 12 is briefly and intermittently reaching maximum capacity between 08:30 and 09:30 each morning. Our NOC team is preparing for a mass migration to significantly reduce the load and resolve the issue. We appreciate your patience and apologise for the disruption.
2026-06-23 11:31:36	NNI 12 briefly reached maximum capacity between 09:30 and 10:00 this morning, resulting in a short period of elevated utilisation. Traffic levels have since returned to expected levels, and monitoring remains ongoing. The NOC team continues preparations for the planned migration programme, which will significantly reduce load on the affected NNI and address the underlying issue.
2026-06-30 00:18:38	Good Evening We have conducted further migrations this evening with all migrated circuits reporting back online Customers affected by this migration will be been contacted directly prior to the move. If you are one of the sites that has been contacted and you experience problems in the morning please call our office line for immediate assistance Kind Regards Samuel Watts
2026-07-15 14:45:19	Following the migration of high-utilisation customers from the affected NNI 12, monitoring has confirmed that utilisation has remained well below maximum capacity for over two weeks. Service performance has remained stable throughout this period and no further capacity-related issues have been observed. As the implemented changes have resolved the issue, this event will now be closed.
2026-07-15 14:45:19	### System Status Update Virgin: Status changed to Operational
2026-07-15 14:45:19	Event marked as fixed

Impact

Elevated utilisation on the affected NNI resulted in intermittent periods of degraded performance, with customers experiencing reduced throughput during peak usage periods, usually in the morning.

Corrective Actions Taken

High-utilisation customers were migrated from the affected NNI 12 to reduce overall load and rebalance traffic. Post-migration monitoring confirmed sustained utilisation well below capacity, restoring normal operating conditions.

Lessons Learned

The incident highlighted the importance of proactive capacity management and continuous utilisation monitoring. Capacity thresholds and traffic trends will continue to be reviewed to identify potential congestion earlier and implement mitigating actions before customer impact occurs.

Authorisation

Authorised By:	Euan	Position:	Third Line
Date:	2026-07-15 14:49:15	Signature:	Euan