



## Incident report for August 23, 2021

### LAVAL, Quebec, Canada - August 23, 2021

#### Objective:

- Repair two fiber optic links that caused an interruption in service on platforms requiring encrypted communication and PlanetHoster's anti-DDOS mitigation services
- Identify and correct the cause
- Restore, monitor and validate the redundancy link
- Location: Canada, Quebec, Montreal

#### Complication at time of surgery:

- Longer travel time due to multiple construction sites in downtown Montreal
- Traffic peak period for travel
- Intervention requiring the supplier's intervention team
- Disrupted internal communication

#### Consequence:

- Major disruption of PlanetHoster's internal encrypted communications
- Minor disruption of PlanetHoster anti-DDOS mitigation services

## Incident Timeline:

- Monday, August 23, 2021 at 8:30 a.m. - Main production link (dark fibre link - 100 G) goes down
- Monday, August 23, 2021 at 8:35 a.m. - Request for a provider technician to test the link
- Monday, August 23, 2021 at 10:20 a.m. - Confirmation and trace transmitted to the response team by the supplier's technician - Main link cut-off at 694m from downtown Montreal. Visual confirmation performed.
- Monday, August 23, 2021 at 11:00 AM - Redundancy link check - Identified an outage 4.7 km from downtown. Exceptional situation never experienced by the provider or the PlanetHoster team
- Monday, August 23, 2021 at 1:00 PM - Merger completed and production link back online
- Monday, August 30, 2021 at 6:30 a.m. - Merger completed for redundancy link
- Monday, August 30, 2021 at 8:00 p.m. - Redundancy link goes into production

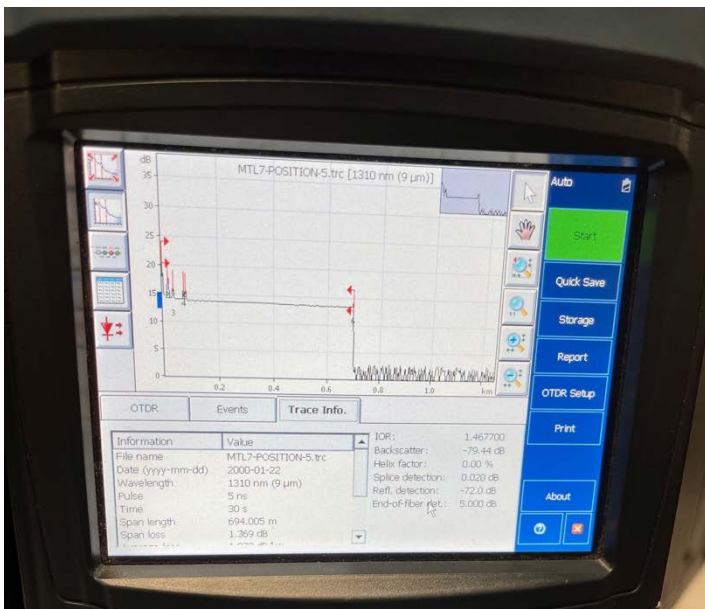


Figure 1- Confirmation of an outage on the main link at 694m

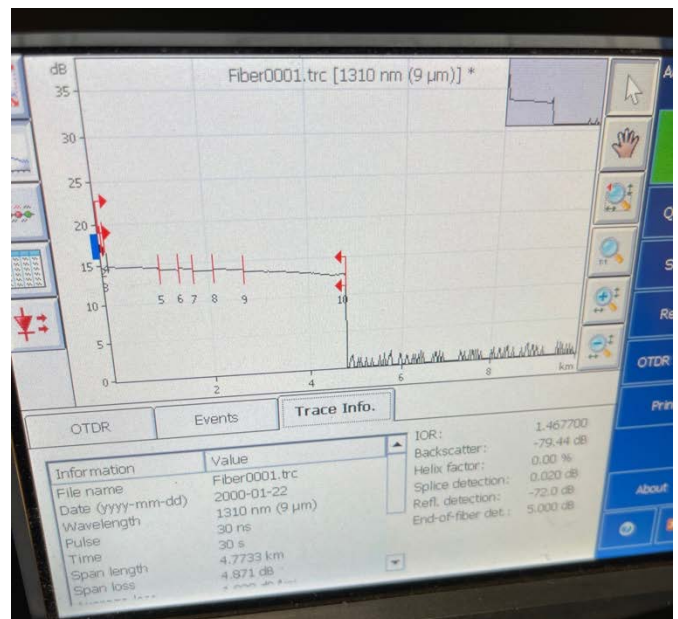


Figure 2- Confirmation of an outage at 4.7 km on the redundancy link

### Type of incident :

- Physical damage on the main link and inability to use the redundant link

### Severity:

- Minor to major (no long-term consequences)

### Infrastructure affected :

- PlanetHoster's encrypted internal communication

### Methods taken to analyse the incident

- Physical intervention and linkage analysis
- Intervention of several PlanetHoster level 3
- Intervention of the supplier's intervention/merger team

### Cause

- Physical break in the link at a construction site in downtown Montreal

### Conclusion

- A thorough investigation by our teams allowed us to solve the problem
- Repair and production start of the redundancy link on August 30, 2021

### Preventive recommendation

- 24/7 monitoring of the production and redundancy link
- Increased audits of problematic construction sites by the supplier