Incident Report

Reference Number:	PROEN/NOC/214/2020
Date of issue:	11 June 2020
Report reference:	-
Incident:	Network down issue 17.19 TH 11 June 2020
Failure Date/time:	11/06/2020 17.19 TH
Restore date/time:	11/06/2020 22.32 TH
Failure by:	PROEN

Service Impact:

Customer colocation can't connect internet

Root cause:

Core Switches had been grant access and removed configuration by unauthorized person. (Cyber Attack issue)

Solutions:

Review and Improve How to Access Management Network Equipment.