



Post-Mortem — Network Outage (01/11/2025)

Date and Time: November 1st, 2025 — from 00:05 to 03:10 CET

Duration: ~3 hours and 5 minutes

Impact: Major loss of network connectivity across one of our main infrastructure sites.

Summary

On November 1st, we experienced a **network outage** that caused a near-total loss of connectivity across one of our main network locations.

Initially, our team suspected the issue might be internal, as stability tests were being performed following the shutdown of operations by **NeoProtect**, one of our previous upstream providers. After further investigation, we confirmed the incident was **not related to our network configuration or maintenance activities**.

Root Cause

The outage was caused by a **hardware fault affecting several optical components**, which led to a temporary disruption of traffic.

Some links remained partially operational, preventing a full downtime, but overall connectivity was heavily impacted until full restoration.

Actions and Next Steps

- Faulty optics were replaced and all affected links were tested and restored.
 - Routing was re-established once stability was confirmed.
 - We are **planning additional redundancy and failover capacity** to improve resilience in case of future hardware incidents.
 - Our monitoring and alerting systems are being refined to ensure faster detection and response.
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Conclusion

We acknowledge the impact this event had and sincerely apologize for the disruption.

While the cause was outside our direct control, we are committed to **enhancing redundancy and reliability** across our infrastructure to prevent similar incidents.