

# 10 interesting facts you didn't know about network outages

Did you know that **only 1%** of subscriber-impacting events are reported?

## 1 Outage distribution by severity

**50%**

of outages are deemed to be **moderately** to **critically severe**

## 2 More than 8 critical outages per year



**45%**

Operators reported a **45% increase** in the number of critical outages per year over the last three years. Jumping from 5.7 (average) in 2016 to 8.3 in 2019.

## 3 Mean time to repair (MTTR): 6.7 hours

On average, operators require nearly 7 hours, and 9 people from 3 different groups to resolve critical outages.

## 4 Call or churn?

**50%**

Customers are 50% more likely to churn than to call support to report service issues.

For every 2 customer complaints, 3 subscribers have already dropped their provider.



## 5 Trouble tickets related to outages

Operations handle 49 trouble tickets per day, each correlating to more than 20 alarms.

This totals close to **118,031 tickets** and **2.36 million alarms per year**

## 6 Trouble-ticket causes

**24%**

24.4% of trouble tickets are caused by planned work gone wrong (i.e., errors in the planning stage or during repair that result in unexpected outcomes).

Trends show unexpected outages from maintenance have increased 24% in the last 3 years.

## 7 Trouble-ticket sources

62% of trouble-tickets originate from alarms (fault management systems)

**62%**



38% of trouble-tickets originate from subscribers calling support.

**38%**



## 8 Subscriber-impacting events

**98.7% blind**

Subscribers are a key source of insight for operators, but they only report 1% of impacting events they experience.

## 9 Costs associated with outages

**Revenue loss** and **customer churn**

are the largest costs associated with an outage, estimated to account for one quarter of the overall financial impact.

## 10 Network monitoring



Only 74.8% of network infrastructure is monitored today.

## What's missing?

What's the secret for a reliable network?

## Make smarter decisions

EXFO's network monitoring and performance solutions deliver uniquely useful insights.

[Learn more today!](#)

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Source: Global operator survey conducted by Heavy Reading, July 2019