

Reported	Reviewed	Approved
2024-02-13	2024-02-13	2024-02-14

1. Customer Complaint

Customer	Kineta	Notification Date	2024-01-11
ZTI Part Number	ZXOS11NPI	Serial Number	ZarmCN23040131
Customer Part Number	ZXOS11NPI		ZarmCN23090018
			ZarmCN23090154

2. Report Information

Document No.	ZTI240202-8D01	Issue Date	2024-02-14
Reported by	Seondo choi (+82(0)31-702-6172)	Reviewed by	Kihwan Cheon (+82(0)31-702-6152)
Department Manager	John Yi (+82(0)31-779-6703)	Approved by	Inshik Seo (+82(0)31-702-6174)

3. Describe the Problem

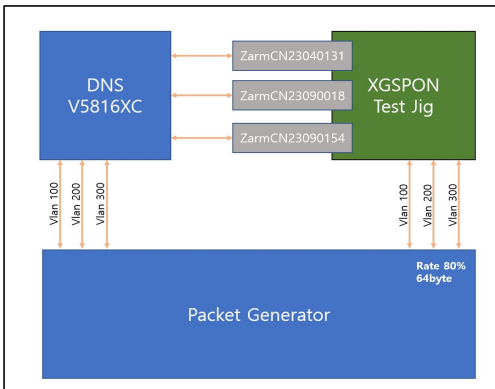
Rejected Quantity	3 ea	Defect Classes	Critical	Major	Minor
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Failure Symptom in Customer	1. Packet Loss 2. Hight Latency at UDM Router 3. Low download speed				

4. Analysis Result

Test Result

NO	Serial Number	Tx Power (dBm)	Rx Sensitivity (dBm)	Eyemask		Packet Test	Remark
				Extinction Ratio(dB)	Margin (%)		
1	ZarmCN23040131	5.42	-28.32	6.32	34%	Pass	Packet Test (64byte, 80%, Error Free) FW Version ZR00_V090.02
2	ZarmCN23090018	6.04	-28.16	7.12	32%	Pass	
3	ZarmCN23090154	5.68	-28.44	7.16	32%	Pass	

- OK (No Abnormality Observed)
- OLT(DNS V5816XC)



- 72 hour, Packet Loss free

8D Report

5. Corrective Actions

Replacement Required	Yes	Due Date	2024-02-02
<p>-Replacement has been completed for all 3 pcs. -It is suspected that there is an unknown IOP issue with routers from a specific vendor.</p>			

6. Estimated Root Cause

<p>The issues reported has not been reproduced with the routers and switches Zaram currently has in the facility. Therefore, the root cause is unknowkn at this stage. Zaram will investigate further on this issue and try to secure the routers that the issues was found at the customers.</p>

8. Evaluation for Action

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Distribution Dept	Business Team
Date	2024-02-14