

EasyIPT – Level3 – Goswell Road

Major Incident Report

Owner: Incident Management



Call Reference(s):			
Customer(s) affected:	Customers hosted on EasyIPT via SIPWISE		
MI Manager:	Adam Clark		
Technical Lead(s):	Adam Clark		
Start Time/Date:	21/07/2014 12:05	End Time/Date:	21/07/2014 14:00

Timeline of events, contacts, and updates

Please provide an active timeline of the activity, updates and the outcome:

21/07/2014 12:05: We were advised by one of our wholesale carriers "Frontier" that they had detected suspicious calls to Solvenia from our network, and that no action had been taken.

21/07/2014 12:11: We had reports of inbound calls not connecting, Outbound calls were fine, however routing over a secondary provider. Inbound calls via other providers were not affected.

21/07/2014 12:19: Our senior engineer was unable to locate a fault on our network and referred the problem to Frontier.

21/07/2014 12:25: After originally denying there was a problem, Frontier admitted they suspended our account for 30-60 seconds and white listed our traffic, A bug in their back end system prevented our style interconnect from resuming service.

21/07/2014 12:30: Inbound call flow returned back to normal and test calls were now terminating OK.

21/07/2014 12:50: Inbound calls had started to fail again. Our senior engineer called back to Frontier to advise. We were informed that the whitelisting had been removed and a possible suspension re placed on the account. This had been passed back to the escalation engineer within Frontier's NOC to resolve.

21/07/2014 13:19: Our senior engineer was called back to advise the fault had been resolved and there was a bug within their back end system.

Immediate effect

Please provide an on-going overview of the impact to customer/s and service/s:

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There is no on-going impact anticipated.

Root Cause Analysis

Please confirm the post-incident technical review:

We have wholesale fraud protection in place with our carriers to protect our network and our customers. It would seem that an Administration failure within Frontier caused a series of failures on our account preventing service. To minimise any single point of failure within our network we now multihomed our VoIP traffic within our own platform (SIPWISE) and have invested heavily on this solution. Outbound calls re-routed as expected, however due to the nature in which inbound calls are delivered this is not possible to re-route.

Outstanding/Corrective Actions:

Please list any corrective actions, including any completion dates for relevant activities:

1. We have removed our fraud monitoring on Frontier to prevent any repeats of the same issue until this bug has been resolved within Frontier's system.

We apologise for the inconvenience this has caused