

Date: 31 Jan 2018

Incident report – intermittent call irregularities

- Call Quality Issues
- 1-Way Audio on calls
- Call Drops during calls
- Inbound Call Issue

Dear valued customer,

This document outlines the cause and resolution of the problem experienced with intermittent Call irregularities experienced on

Date: 24th January 2018 | Time: 10:30 AM

Date: 25th January 2018 | Time: 10:30 AM

Date: 30th January 2018 | Time: 08:10 AM - 08:49 AM

Summary:

On the morning of the 24th January 2018 some clients reported delayed voice, call drops and one way speech. The issues were sporadic and lasted for up to 1 hour. The issues identified also coincided with an issue the Major upstream Telco were experiencing at the time. This lead us to believe that pushing the traffic over a secondary path would resolve the issue. The impact of the change was immediate and the feedback from our client further supported the fact.

Once it was established that the Major Telco had resolved its issues we reverted back to the primary route. On the morning of the 25th January 2018 some clients again reported delayed voice, call drops and one way speech. We immediately moved the traffic back to the secondary configuration, however this time the change had little to no impact to the call quality issue experience at the time.

After further investigation it was established that a SIP server which formed part of the load balancing environment was a secondary cause of the intermittent call irregularities. The server was immediately shut down and a noticeable improvement was achieved.

Unfortunately, the Interconnects were still experiencing VoIP call setup transmission failures which continued to cause intermittent call irregularities. As a means to address VoIP call setup transmission failures we diverted all traffic to one of our interconnect partners who predominantly uses the SS7 to terminates it calls.

Impact:

Service impact – Medium impact. Intermittent Call Quality irregularities

Root Cause

- Primary: Upstream Interconnects VoIP call setup transmission failures
- Secondary: SIP server 7

Resolution

- Replace SIP7
- Divert traffic to Upstream using SS7 technology to terminate calls until Major Interconnect resolve their ongoing issues.

Currently through the actions taken by the Technical Team we have managed to create stability while the affected interconnect address their problems. We would like to apologize for any inconvenience that may have been caused.

Regards

Upstream Telco