

Incident Report - SIP Outage

Date: September 4, 2025

Time of Detection: 08:04

Time Resolved: 09:59

Reported By: Systems and Network Administrator

In the morning of September 4, 2025, the phone system experienced a critical outage affecting inbound and outbound calls. The issue was identified and investigated by the phone system provider.

Root Cause

The phone system provider confirmed they were receiving trunk registration requests from Velox but detected a registration loop on their end, which resulted in intermittent connection and repeated disconnection across both the main and backup PBX.

Immediate Impact

- Inbound Calls: Intermittent connections
 - Outbound Calls: Attempts failed with "All circuits are busy now."
 - Client Experience: Callers heard a "number unavailable" message.
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Actions Taken

- Posted a notification to RIS directing clients to contact us by email
 - Engaged the phone system provider to resolve the issue
 - Monitored system behavior
 - Discussed activating SIM phones as an emergency communication channel
 - Once the issue was resolved, updated RIS notification to confirm that phone system has returned to normal
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Resolution / Current Status

By 10:09, trunks stabilized and calls resumed normally. Technical Support team members confirmed successful inbound and outbound calls. Notification was updated.

Next Steps

- Immediate Response Plan:
 - Our team proposed using backup phones and publishing alternate numbers on RIS in the event of future outages
 - The plan has been approved and will now be developed into a detailed process
 - Long-Term Solutions:
 - We are in the early stages of exploring alternatives to improve reliability
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