

28/04/2017 Network disturbance between 06:23am and 09:4...

Author:

www.freespeech.co.uk

Created On: 28 Apr 2017 09:32 AM

We had a network disturbance between 06:23am and 09:47am this morning. Some calls may not have been received, some outbound calls will have failed. We apologise for the inconvenience.

We had a network disturbance between 06:23am and 09:47am this morning. Some calls may not have been received, some outbound calls will have failed. We apologise for the inconvenience.

The source of the issue was failure of a core call routing component in our network which did not failover automatically as expected. Furthermore when the node was re-initiated it failed again so we were forced to isolate it. The root cause is under investigation. We will add to this post with more resolution information. Thank you for your understanding.

Update: 14:30 - The faulty node was identified as having a faulty motherboard, this has been replaced and the node tested. The node is now working as normal. We are still investigating failover issues. Issues related to account login and visibility of VoIP status have been resolved.