



ITP

support@itp360.com

888-274-4529

2/3/2024

Reason For Outage (RFO) Report

Incident Details

On Friday February 2nd 2024 we were alerted of an outage at 8:32 AM which was affecting our Voice services.

The root cause of the issue was our primary and secondary Session Border Controllers (SBCs) which control the ingress and egress of our voice traffic. Both primary and secondary servers experienced data corruption due to a failure in the storage components. As the servers remained online, in a degraded state, our remote Disaster Recover location also replicated this corruption immediately. Once we identified the cause of the issue, we engaged our Disaster Recovery protocols and restored from a tape backup located at a 3rd party remote facility.

Once the SBCs were restored, we immediately placed them on secondary storage components and confirmed services were functional once again.

We sincerely apologize for the inconvenience this incident has caused. To increase our resiliency, we will be taking corrective actions. Further details are on the following page.

Incident Timeline

8:32AM EST	ITP NOC received alerts regarding degraded Voice Services
8:50AM EST	ITP's primary toll free number is also affected by this outage preventing customers from contacting us.
8:59AM EST	Over 100 tickets have been received. Help desk techs began to respond to tickets advising them of call forwarding capabilities
9:40AM EST	Root Cause identified
10:15AM EST	The DR Site is confirmed to have the same issue
10:30AM EST	Decision to restore from tape backup has been made
11:00AM EST	Received data transfer of tape backup from offsite location
11:30AM EST	Restoration of data completed
11:45AM EST	Restoration of services completed

Our Recovery Time Objective (RTO) of 4 hours for Tape Backup Restoration was met indicating our current failsafe policies are functioning properly; however, we will be taking the following corrective actions:

- 1.) Add an additional copy at our DR site with a delay of 24 hours.

Incident Information

Internal Ticket Number: 2024-02-02-49582

Severity Level: 1 – Critical