



PIR – MS Teams Calling

Summary

Incident Title	MS Teams Calling (Inbound and Outbound)
Severity	Critical
Status	Resolved (Awaiting Microsoft PIR)
Start Date and Time	15/06/2021 09:30am AEST
End Date and Time	15/06/2021 11:30am AEST
Affected Services	MS Teams Direct Routing In Australia and New Zealand
Issue Summary	<p>MS Teams direct routing customers were unable to make and receive calls during this time duration.</p> <p>Affected locations were Australia and New Zealand.</p> <p>Users may have been unable to make or receive PSTN calls using Microsoft Teams. Users may have received connection errors for outbound calls "Sorry we were unable to connect you."</p>
Customer Impact	<p>On Tuesday 15th of June at approx. 10.30am, Commschoice engineering team were notified of the teams calling issue by the assurance teams.</p> <p>Engineering team tested and could replicate that the inbound and outbound were both failing.</p> <p>Commschoice Engineering team worked around the incoming calls by removing 52.114.16.74 IP address from the Microsoft FQDN in Australia SBC.</p> <p>Outbound calls were restored at approx. 11.37am. Commschoice engineers added the IP back to the FQDN and test both ound calls again.</p>

**Prevention of Future
Reoccurrence**

Detailed update was posted in MS Health Service reference no TM262155. Details below:

Title: Problem making or receiving calls using Microsoft Teams

User Impact: Users may have been unable to make or receive PSTN calls using Microsoft Teams.

More info: Users may have received connection errors "Sorry we were unable to connect you." Users of Microsoft Teams call queues and auto attendants provisioned in APAC may have also experienced issues. Additionally, there may have been some limited impact to users in other regions.

Final status: After an extensive period of monitoring, and customer verification, we've confirmed the issue has been fully mitigated.

Scope of impact: Impact was primarily affecting users in Australia and New Zealand; however there was some limited impact to users in other regions.

Start time: Tuesday, June 15, 2021, 9:30 AM (6/14/2021, 11:30 PM UTC)

End time: Tuesday, June 15, 2021, 11:30 AM (1:30 AM UTC)

Preliminary root cause: A portion of service infrastructure responsible for PSTN calling region was performing below acceptable thresholds.

Next steps: We're reviewing our PSTN performance data to understand what caused the service to perform below expected thresholds and prevent it from happening again.

We'll publish a post-incident report within five business days.

Microsoft is reviewing PSTN performance data to understand what caused the service to perform below expected thresholds and prevent it from happening again.

We will provide a final PIR once available from Microsoft.