INCIDENT REPORT

Service Disruption - November 8, 2025

Classification: CONFIDENTIAL - Internal Only
Incident ID: INC-2025-1108-001
Severity: SEV-1 (Critical)
Status: Closed

Executive Summary

On November 8, 2025, a critical service outage affected all customers for approximately 5 hours and 47 minutes (14:02 - 19:49 UTC). The incident was caused by a cascading failure in our primary database cluster following a routine maintenance operation. All services have been fully restored and preventive measures implemented.

Timeline (UTC)

Time	Event
13:45	Scheduled maintenance begins on DB cluster
14:02	First alerts - connection timeouts detected
14:08	SEV-1 declared, incident commander assigned
14:15	Customer impact confirmed - all regions affected
14:30	Root cause identified - connection pool exhaustion
15:45	Failover to secondary cluster initiated
16:20	Secondary cluster also experiencing issues
17:30	Decision made to restore from backup
18:45	Primary services restored, validation underway
19:49	Full service restoration confirmed

Customer Impact

- **Affected Customers:** 847 (100% of customer base)
- **Affected Users:** ~52,000
- **Duration:** 5 hours 47 minutes
- **Data Loss:** None confirmed
- **Transactions Affected:** Approximately 12,400 during window

Root Cause Analysis

The incident was triggered by a database connection pool configuration change deployed as part of routine maintenance. The new configuration reduced the maximum connection limit without a corresponding adjustment to application connection retry logic.

Corrective Actions

1. Configuration change process now requires production-equivalent load testing
2. Enhanced monitoring with connection pool metrics and alerting
3. Updated failover runbooks and conducted team training
4. Implemented automated canary deployments for infrastructure changes
5. Added circuit breakers to prevent cascade failures

SLA Impact Assessment

NOTE: SLA credit calculations are pending legal and finance review. Do not communicate specific credit amounts to customers until approved.

Preliminary assessment:
- Enterprise tier: Eligible for 10% monthly credit per SLA terms
- Business tier: Eligible for 5% monthly credit per SLA terms
- Estimated total credit liability: $127,000 - $185,000

Report prepared by: Engineering Operations Team
Last updated: November 22, 2025