

Incident Report

Incident Identification

- ID: 10
- Timestamp: 17-12-2024 9.12
- Incident Type: Blank Response After Calling
- Call Type: Video
- Source Number: +91 9151979370
- Destination Number: +91 9909987879

Incident Description

The user reported a blank response after calling. There was no dial tone or any audio during the call attempt.

Technical Details

- Device Type: Switch
- Network Segment: Access Network
- Codec Used: H.264
- Jitter: 16ms
- Latency: 499ms
- Packet Loss: 0%

Impact Assessment

- Severity Level: Low
- Users Impacted: 4264
- Impact Area: Chennai
- Business Impact: Disruption to communication services for impacted users.

****Root Cause Analysis****

The root cause of the issue is likely a problem with the telephone line itself, despite the modem functioning correctly for data. This could be due to a faulty connection at the wall jack, a break in the line, or an issue with the telephone service provider.

****Actions Taken****

1. Verified all physical connections, ensuring the telephone cable was securely plugged into both the phone and the wall jack.
2. Inspected the wall jack for any visible damage or loose connections.
3. Restarted the phone, modem, and router to reset the device settings.

****Conclusion****

Despite troubleshooting steps, the issue persists. Further investigation is required, potentially involving the telephone service provider to diagnose and resolve the problem with the telephone line.