

25 January 2025

A message from our Chief Innovation Officer & CMO on RingCentral's Service Interruption

We sincerely apologize for the recent RingCentral service interruption that took place on January 22, 2025. Events like this are incredibly rare, and reliability is something we take very seriously. We know you count on the reliability of our system, and we let you down.

RingCentral's service is fully restored, and we have confirmed that no security breaches or data leaks occurred. As mentioned in the [message from our CEO](#), we are committed to full transparency and taking corrective action and steps to ensure this does not happen again.

Please see the enclosed Root Cause Analysis (RCA) that details the findings and mitigations pertaining to this incident.

The trust you put in RingCentral is not taken lightly, and we understand the impact this interruption has caused. On behalf of myself and the entire RingCentral team, I want to again extend our deepest apologies.

We very much appreciate your partnership,

Kira Makagon
Chief Innovation Officer & CMO

RingCentral

Preliminary RFO Report

Inbound and Outbound Call Drops and Failures for RingCentral EX, RingCX, and Contact Center Customers

[Incident Occurred: 22 January 2025]

Preliminary Root Cause Analysis

Incident Summary

A portion of RingCentral customers, primarily in North America, experienced intermittent inbound and outbound call failures and drops. This issue began on January 22, 2025, at 10:13 AM PT and was resolved at 4:58 PM PT. The total impact duration was 6 hours and 45 minutes.

Customer Impact

During the incident, some RingCentral customers experienced intermittent service availability issues with inbound and outbound calls, including failures and drops, across the RingCentral Phone and contact center products. While some calls were completed successfully, the issue impacted customers across the network. We have confirmed that no security breaches or data leaks occurred.

Root Cause

The issue stemmed from a planned change during a regular maintenance window to optimize call routing. Unfortunately, this change triggered a call loop between multiple network components. This led to rapid call flooding within our network, compromising our existing redundancy mechanisms, and causing intermittent call failures impacting a portion of our customers. This behavior was unexpected, and therefore, we had to deploy multiple troubleshooting methods to identify the loop source and mitigate the issue.

Steps were taken to roll back the changes, shifting traffic between redundant data centers, and performing re-starts of impacted components. Despite the rollback, an unexpected domino effect in the network prevented the rollback from working completely and required additional steps to resolve the call loops. The need to restore multiple affected components contributed to the time needed to recover. RingCentral continued monitoring the system for stability and complete mitigation. Following the monitoring period, RingCentral confirmed system stability and return to full availability, at which point the incident was deemed resolved.

Preventative Measures

The RingCentral Operations team is conducting an in-depth audit of our change management procedures and implementing process improvements. Immediate measures include a freeze of all non-critical changes, a review of Standard Operating Procedure (SOP) to consider additional steps in planning and execution stages, and a review of the customer “incident status” communications process.

Further preventative measures to improve recovery time include improving loop detection mechanisms across internal components, implementing additional fault isolation, reducing the failure domain of the telephony components, and continuing audits of internal playbooks.